



# ***OneCode ACS<sup>®</sup>***

## ***Technical Guide***

**Publication 8b**



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# Address Change Service: An Intelligent Solution

## Introduction

Delivery information is only as good as the quality of the address data. The Postal Service™ goal is to help customers send their mail to the correct address every time. To help meet this objective the Address Change Service (ACS) is designed to substantially reduce the number of manual address correction notifications sent to mailers and replace them with electronic notifications.

ACS has two distinct implementation methods (Publication 8A and 8B), which offer several different options. Publication 8A (PUB8A) contains information on Traditional ACS and can be found at <http://ribbs.usps.gov/files/ACS/>. This Publication 8B (PUB8B) provides the necessary information to participate in OneCode ACS®.

Participation in OneCode ACS requires using the Intelligent Mail® barcode (see Exhibit 2) described below.

## Meeting Mailers' Needs

Mailers need an address change system that is fast, secure, reliable, and economical. In response to those needs, the Postal Service offers ACS™. Right now, mailers may be finishing those last-minute details to get billings, parcels, or magazines to clients or subscribers. Or perhaps mailers are working against a deadline to get a direct mail campaign off and running. ACS is the service needed to identify the customers on address lists who move so mailings reach their destinations. ACS is ideal for those who maintain address records on computers. Mailers will develop their own matching software and configure mailing address labels, envelopes, and address blocks to comply with ACS participation requirements. There is no formal contract or service charge with this service. Fees are based on the number of change of address (COA) and nixie (mail is undeliverable for reasons other than a move) notifications provided to the ACS customer.

## Benefits of ACS

Electronic or automated address correction has many benefits over manual address correction. Utilizing ACS can:

- Reduce the volume of Undeliverable-as-Addressed (UAA) mail.
- Reduce manual address correction costs.
- Reduce labor-intensive address change functions by eliminating returned mail.
- Select electronic or automated address change information for specific mailings.
- Choose when to receive fulfillment of time-sensitive information.
- Retrieve address change information electronically via a secure Internet site.

## What is OneCode ACS?

OneCode ACS allows customers mailing First-Class™, Standard Mail®, or Periodicals flats or letters to receive electronic or automated address corrections. The first letter image, in Exhibit 1, contains the following lines of data in addition to the usual delivery and return addresses:


1. There is an *Ancillary Service Endorsement* that provides the Postal Service™ with the sender's instructions on how to handle the mail if it is UAA.
2. The top line of the delivery address block is a *PLANET® barcode* that contains tracking information for the Confirm® program.
3. The traditional *ACS Participant ID* identifies the sender to the Postal Service.
4. The traditional *ACS Keyline* is delimited by pound signs and identifies the recipient in the sender's mailing list.
5. The *POSTNET™ barcode* at the bottom of the address block contains sorting information specific to the recipient's address.

All of this information can now be represented in one Intelligent Mail barcode.

**Note:** Standard Mail still requires a printed endorsement in addition to the Intelligent Mail Barcode.



### Exhibit 1

#### Traditional ACS Mailpiece

ABC Company 123 Main Street Whoville US 12345-6789	
<sup>1</sup> Address Service Requested	
<sup>2</sup> S12345678910123S	
<sup>3</sup> #BWBJDCK *****38188	
<sup>4</sup> #901 681 4676#	
INTELLIGENT MAIL BARCODE AND ADDRESS QUALITY	
6060 PRIMACY PKWY STE 201	
MEMPHIS TN 38188-0001	
<sup>5</sup> S381880001608S	

### Exhibit 2

#### OneCode ACS Mailpiece

ABC Company 123 Main Street Whoville US 12345-6789	
	
INTELLIGENT MAIL BARCODE AND ADDRESS QUALITY	
6060 PRIMACY PKWY STE 201	
MEMPHIS TN 38188-0001	

## What is the Intelligent Mail Barcode?

The Intelligent Mail barcode (formerly known as the 4-State Customer Barcode) is the next generation of USPS® barcode technology used to sort and track letters and flats. Intelligent Mail barcode technology combines the capabilities of the POSTNET barcode and the PLANET Code® barcode into one unique barcode. Customers can use the Intelligent Mail barcode to qualify for automation discounts and also to combine USPS services like OneCode Confirm and OneCode ACS.

Technical information required to produce Intelligent Mail barcodes and other services can be found at <http://ribbs.usps.gov/onecodesolution>

## Administration

The United States Postal Service® (USPS®) provides support for this system through the National Customer Support Center (NCSC) in Memphis TN. Information regarding this service can be found at:

<http://ribbs.usps.gov/onecodesolution>

<http://ribbs.usps.gov/files/ACS/>

After reviewing the documentation please feel free to contact the NCSC ACS Department via email at [acs@usps.gov](mailto:acs@usps.gov) or by phone at 877-640-0724 with any questions. Due to expected high call volume we recommend submitting questions via email.

## Disclaimer

The USPS makes no warranty or representation either expressed or implied, with respect to the technology, data and/or the computer system in which it is contained, including its correctness, quality, performance, merchantability, or fitness for any particular purpose.

The USPS will not be liable for direct, indirect, special, incidental, consequential, or other similar damages arising out of use of, or inability to use, ACS, OneCode ACS, OneCode Confirm, *PostalOne!* and Intelligent Mail barcode technology and/or computer system, even if advised of the possibility of such damages.

While ACS is designed to substantially reduce the number of address correction notifications provided manually to mailers and replace them with electronic notifications, ACS is not a guaranteed service.

If any discrepancy exists between this document (Publication 8B) and the *Mailing Standards of the United States Postal Service, Domestic Mail Manual* (DMM), the DMM® always takes precedence. For the most current DMM, go to the Postal Explorer Web site, (<http://pe.usps.gov>) and click on *Domestic Mail Manual*. Any procedure in this publication can be amended or rescinded by notices in the *Postal Bulletin*, *Federal Register*, or the DMM. If more information is required, refer to the DMM. After reviewing the documentation please feel free to contact our ACS Department at the National Customer Support Center (NCSC) at 877-640-0724 with any questions.

If you plan to leave the Traditional ACS data on the mailpiece and utilize the Intelligent Mail barcode **to obtain discount rates only** you **must** utilize an ACS Service Type Identifier in the Intelligent Mail barcode. Please contact the ACS Department at 877-640-0724 for additional information.

## **How Does OneCode ACS Work?**

The USPS can forward mail or notify mailers of a Change of Address (COA) only if the customer submits a Change of Address with the Postal Service.

When a mailpiece is intercepted by the Postal Automation Redirection System (PARS) or identified by delivery personnel as UAA due to customer relocation, the following occurs:

- a. The mailpiece (depending on its class, size, and endorsement) is either processed in real time by the PARS automation equipment or sent to the Computerized Forwarding System (CFS) responsible for processing mail destined to that delivery address.
- b. An attempt is made to match the name and address to a COA.
- c. If there is a match and the mailpiece bears a readable, valid Intelligent Mail barcode with the required fields properly completed, an electronic or automated OneCode ACS notification will be generated by the PARS or CFS systems.
- d. The mail class (First-Class, Periodical, Standard), the mailer's requested ancillary service, and the age or existence of a COA determines whether the mailpiece is forwarded, discarded, or returned to sender.
- e. OneCode ACS notifications are transmitted from the field to the NCSC where they are categorized by the participating Intelligent Mail barcode mailer identifier and then distributed to the mailers at their requested interval.

### **Move-Related and Non-Move-Related Notifications**

The primary objective of OneCode ACS is to provide COA information electronically. However, it may also provide non-move-related electronic or automated notifications. If a mailpiece qualifies as UAA for a reason other than a move, the mailer can also be notified electronically.

## **COA Coverage**

COA records for colleges and universities, military bases, individuals within a business, and other single point deliveries including, but not limited to, commercial mail receiving agencies (CMRA), prisons, hospitals, nursing homes, fraternity houses, and APO/FPO are not accepted or processed by the USPS. Responsibility for forwarding or returning undeliverable mail from these locations lies with those institutions. Pieces returned as undeliverable by these institutions are not eligible to produce ACS or OneCode ACS records.

## Features of OneCode ACS

OneCode ACS using the Intelligent Mail barcode is available for the following classes, shapes, and ancillary services:

Mail Class	Service Available
First-Class letters and flats	Address Service Requested and Change Service Requested
Standard letters and flats	Address Service Requested and Change Service Requested
Periodicals letters and flats	Address Service Requested (Periodicals mailers who do not choose this ancillary service will continue to receive standard Periodicals handling.)

## Fulfillment File Media Option

Fulfillment files are available in the format shown below. Fulfillment files are available to participating mailers daily, semiweekly, weekly, semimonthly, or monthly, depending on the mailer's requirements.

Media Type	Density	Record Length	Blocksize	Format	Internal Label
Web	N/A	559	N/A	ASCII	N/A

Fulfillment files are posted to our secure RIBBS web site. ACS fulfillment files are provided in a zip file format, created by PKWARE®, using a secure 128-bit encryption.

Each ACS fulfillment process produces an ACS notification file and a shipping notice file. The notification file contains the ACS notifications and the shipping notice file contains record counts and other information regarding the specific ACS notification file.

## Computerized Forwarding System ZIP Coverage File

The Computerized Forwarding System ZIP Coverage File is available to ACS participants at no additional charge. The file can be queried to determine if UAA mail for a particular 5-digit ZIP Code™ is processed by a CFS unit. Each record contains a 5-digit ZIP Code, its associated city and state, and a status flag that indicates the type of UAA processing in that zone. The status flag can have one of the following values:

<b>F (Full)</b>	All UAA mail from this ZIP Code is fully processed.
<b>P (Partial)</b>	Some UAA mail from this ZIP Code is processed.
<b>M (Manual)</b>	No UAA mail from this ZIP Code is processed. The mail is forwarded manually at the originating station.
<b>I (International Military)</b>	No UAA mail from this ZIP Code is processed. This is a military APO/FPO ZIP.

This file is only available online at [ribbs.usps.gov/files/ACS](http://ribbs.usps.gov/files/ACS).

**Fees**

Participants are charged the automated or electronic address correction service fee for OneCode ACS fulfillment records as listed in the DMM. Please refer to the DMM for all related fees at:

<http://pe.usps.com/text/dmm300/ratesandfees.htm#wp1055116>

**Billing**

The San Mateo Accounting Service Center sends each ACS participant an invoice and statement monthly *only* if the balance is more than \$50. ACS customers whose balance remains less than \$50 will receive bi-annual statements on March 24 and October 24 of each year.

Payment must be submitted with a copy of the invoice within 30 days of the invoice date. Unpaid balances more than 30 days old will be charged an annual interest rate of 10 percent.



## Participation Requirements

### Intelligent Mail Barcode

OneCode ACS requires using the Intelligent Mail barcode. Technical information required to produce the Intelligent Mail barcode can be found at <http://ribbs.usps.gov/onecodesolution>. The barcode must include the fields in the following table to be properly processed as OneCode ACS:

### OneCode ACS Barcode Composition

The barcode consists of two types of codes, Tracking and Routing, broken down into separate field identifiers totaling 31 numeric positions.

Type Code	Field Identifier	Field Length
Tracking Code	Barcode Identifier	2
	Service Type Identifier	3
	Mailer Identifier	6 or 9
	Serial Number (Unique Mailpiece Identifier)	9 with a 6-digit Mailer ID 6 with a 9-digit Mailer ID
Routing Code	Delivery Point ZIP®	0, 5, 9, or 11

**Note:** There are specific rules regarding the allowed content of certain fields. Some fields are prohibited from being all zeroes. Technical information required to produce the Intelligent Mail barcode can be found at: <http://ribbs.usps.gov/onecodesolution>

### Barcode Identifier

The Barcode Identifier field is a 2-digit field that is reserved to encode the presort identification that is currently printed in human readable form on the optional endorsement line (OEL) as well as for future Postal Service use. Generally, this field will be left as "00" by OneCode ACS users. However, for automation-rate eligible flat mail with an optional endorsement line, the Intelligent Mail barcode must contain OEL coding corresponding to the correct sortation level of each piece. The following table provides the OEL codes for use within the Intelligent Mail barcode:

Barcode ID	Description	Example of Currently Applied OEL
10	Carrier Route (CR), Enhanced Carrier Route (ECR), and FIRM	***** FIRM 12345 ***** CAR-RT LOT**C-001 ***** CAR-RT WSH**C-001 ***** CAR-RT WSS**C-001 ***** CAR-RT SORT**C-001
20	5-Digit/Scheme	***** 5-DIGIT 12345 ***** SCH 5-DIGIT 12345
30	3-Digit/Scheme	***** 3-DIGIT 771 ***** SCH 3-DIGIT 006
40	Area Distribution Center (ADC)	***** ALL FOR ADC 105 ***** ALL FOR ADC 90197
50	Mixed Area Distribution Center (MADC), Origin Mixed ADC (OMX)	***** ORIGIN MIXED ADC 117 ***** MIXED ADC 640 ***** MIXED ADC 60821

**Service Type Identifier**

Printed Ancillary Service Endorsements provide the Postal Service with the sender's instructions on how to handle the mail if it is UAA. The 3-digit Service Type Identifier below corresponds with the type of service being requested. One of the valid identifiers below must be in the Service Type Identifier field. If a **printed** Ancillary Endorsement is required, it must correspond to the appropriate Service Type Identifier.

<b>Want this type of service</b>	<b>use this identifier</b>
First-Class Address Service Requested	080
First-Class Address Service Requested and Destination Confirm	140
First-Class Change Service Requested	082
First-Class Change Service Requested and Destination Confirm	240
Standard Address Service Requested	090
Standard Address Service Requested and Destination Confirm	142
Standard Change Service Requested	092
Standard Change Service Requested and Destination Confirm	242
Periodicals Address Service Requested	782
Periodicals Address Service Requested and Destination Confirm	144
Periodicals	704

For a full description of the ancillary services available by mail class, see DMM 507.1.5.

**Mailer ID**

Mailers must apply for a new Mailer Identifier or utilize an existing Mailer Identifier assigned by Confirm or *PostalOne!*. The Postal Service assigns a Mailer ID or utilizes an existing Mailer ID during the application process. More information on other services that can be utilized in conjunction with OneCode ACS and the Intelligent Mail barcode can be found at <http://ribbs.usps.gov/onecodesolution>. The Mailer ID consists of either 6 or 9 numeric characters and will be placed in the *Mailer Identifier* field of the Intelligent Mail barcode. The Mailer ID functions the same way as a traditional ACS Participant Code which also identifies the mailer.

**Serial Number (Unique Mailpiece Identifier)**

A numeric unique mailpiece identifier in the *Serial Number* field in the Intelligent Mail barcode also functions as the existing ACS Keyline. Using the serial number allows mailers to identify the customer at the receiver address electronically and to use the serial number on their mailing lists or account files to apply the electronic or automated address corrections.

Please be advised that a **serial number containing all zeroes for OneCode ACS is not allowed.**

**Note:** If you are currently utilizing Traditional ACS with a Keyline and the current keyline exceeds the length in the Serial Number or the keyline contains alphabetic characters, there are still viable alternatives available that will allow you to utilize the Serial Number field. If you are having difficulties transitioning or need assistance, contact the ACS Department at 877-640-0724.

**Routing Code**

A routing code is the addressee's delivery point ZIP Code.

## ACS Notification Options

### ACS Mailpiece Endorsements

Mailers must choose which ancillary service provides the handling and disposition that best meets their needs. The mailpiece's proper handling will vary depending on the age of the COA record, which ancillary service is chosen, the mail class, and for mailpieces that are undeliverable because of a move, whether the pieces can be forwarded. Under certain circumstances, manual notices could be provided instead of ACS notices.

<b>Class</b>	<b>Ancillary Service Endorsement</b>
First-Class Mail®	No endorsement required
First-Class Mail	Address Service Requested
First-Class Mail	Change Service Requested
First-Class Mail	Electronic Service Requested
Standard Mail®	Address Service Requested
Standard Mail	Change Service Requested
Standard Mail	Electronic Service Requested
Periodicals	No endorsement required ("Address Service Requested" is optional but should be used if return of undeliverables is desired.)
Periodicals	Electronic Service Requested

**Note:** For more information, please see DMM 507.1.5. The use of the generic Electronic Service Requested is encouraged where a printed on-piece endorsement is required or desired. It allows the flexibility to use the same envelope stock across classes and products but vary the ancillary service by changing the Service Type ID and the mailer profile. Additionally, using a specific endorsement (Address Service Requested, Change Service Requested) could result in hard copy notification if the barcode cannot be read. Mailers must also register their ancillary service choice in the mailer profile kept in the NCSC ACS Department, and must not change their Service Type Identifier without notifying the ACS Department a minimum of seven days prior to mailing.

## **First-Class Mail Ancillary Services**

For each of the First-Class Mail<sup>®</sup> ancillary services, there are two options. The *service* is encoded in the Intelligent Mail barcode. The term "Option 1 or 2" is not to be printed on the mailpiece, nor is it indicated in the barcode. The *option* is recorded in the mailer profile kept in the ACS Department.

### **Change Service Requested**

#### **Option 1**

##### ***Forwardable Mailpieces:***

During the entire **18-month** life of the COA order, the mailpiece is discarded, and an ACS notification is generated.

##### ***Undeliverable Mailpieces Matched to USPS-Filed Actions:***

The mailpiece is discarded and an ACS notification with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Fields "Deliverability Code" for a complete description.

##### ***Nixies (undeliverable for reasons other than a move):***

Mailpiece is discarded and an ACS notification is generated containing the reason for nondelivery.

#### **Option 2**

##### ***Forwardable Mailpieces:***

During months **1 through 12** of a customer's move, the mailpiece is forwarded; a separate ACS notification containing the new address is provided.

During months **13 through 18**, the Postal Service disposes of the mailpiece and a separate ACS notification containing the new address is provided.

After month **18**, the Postal Service disposes of the mailpiece and provides a separate ACS notification containing the reason for non-delivery.

##### ***Undeliverable Mailpieces Matched to USPS-Filed Actions:***

The mailpiece is discarded, and an ACS notification with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Fields "Deliverability Code" for a complete description.

##### ***Nixies (undeliverable for reasons other than a move):***

Mailpiece is discarded and an ACS notification is generated containing the reason for nondelivery.

**Note:** Please be advised that if you utilize an Intelligent Mail barcode for discounts only and continue to utilize Traditional ACS, a traditional keyline is required to receive NIXIE notifications.

## Address Service Requested

### Option 1

#### ***Forwardable Mailpieces:***

During months **1 through 12** of the customer's move, the mailpiece is forwarded and an ACS notification is generated.

During months **13 through 18** of the customer's move, the mailpiece is returned with manual address correction information attached, and no ACS notification is generated.

After month **18**, the mailpiece is returned with reason for nondelivery attached (no charge) and no ACS notification is provided.

#### ***Undeliverable Mailpieces Matched to USPS-Filed Actions:***

The mailpiece is returned with manual nondelivery information attached. No ACS notification is generated.

#### ***Nixies (undeliverable for reasons other than a move):***

Mailpiece is returned with manual nondelivery information attached. No ACS notification is generated.

### Option 2

#### ***Forwardable Mailpieces:***

During months **1 through 12** of the customer's move, the mailpiece is forwarded, and an ACS notification of new address is provided.

During months **13 through 18**, the mailpiece is returned with new address attached (no charge) and a separate ACS notification is provided.

After month **18**, the mailpiece is returned with reason for nondelivery attached (no charge) and a separate ACS notification containing the reason for nondelivery is provided.

#### ***Undeliverable Mailpieces Matched to USPS-Filed Actions:***

The mailpiece is returned with manual nondelivery information attached. An ACS notification is generated.

#### ***Nixies (undeliverable for reasons other than a move):***

Mailpiece returned with reason for nondelivery attached; a separate ACS notification containing the reason for nondelivery is provided.

Note: Please be advised that if you utilize an Intelligent Mail barcode for discounts only and continue to utilize Traditional ACS, a traditional keyline is required to receive NIXIE notifications.

## Periodicals Notification Options

Periodical regulations require that mailpieces matched to COA orders be forwarded for 60 days from the move effective date. Following are the forwardable mailpieces and undeliverable mailpieces matched to USPS-filed actions. These ACS options govern the frequency and types of COA notifications provided:

<i>Option 1</i>	An immediate ACS notification is provided on the mailpiece's first appearance during the 60-day forwarding period. A mailpiece sent to the old address after expiration of the 60-day forwarding period results in hardcopy notification.
<i>Option 2</i>	No address correction information is provided during the 60-day forwarding period. The first appearance of a mailpiece sent to the old address after the 60-day forwarding period generates an ACS notification. There are no hardcopy or ACS follow-ups.
<i>Option 3</i>	An immediate ACS notification is provided on the mailpiece's first appearance during the 60-day forwarding period. A mailpiece sent to the old address 60 or more days after expiration of the forwarding period (120 days after the customer's move effective date) results in a hardcopy notification being provided for follow-up.
<i>Option 4</i>	An immediate ACS notification is provided on the mailpiece's first appearance. There are no hardcopy or ACS follow-ups.
<i>Option 5</i>	An immediate ACS notification is provided on the mailpiece's first appearance during the 60-day forwarding period. A mailpiece sent to the old address after expiration of the 60-day forwarding period causes an electronic ACS follow-up notification to be generated.
<i>Option 6</i>	Immediate ACS notification is provided on the mailpiece's first appearance during the 60-day forwarding period. A mailpiece sent to the old address 60 or more days after expiration of the forwarding period (120 days after the customer's move-effective date) causes an ACS follow-up notification to be generated.

**Note:** The appropriate fee will be charged for all notifications.

## Nixies for All Periodicals Notification Options

If the mailpiece is sent to CFS for processing, it is discarded and an ACS nixie notification stating the reason for nondelivery may be generated; otherwise, a manual nixie notification is provided.

**Note:** If the optional *Address Service Requested* endorsement is used or encoded in the Intelligent Mail barcode, the mailpiece itself is returned with reason for nondelivery attached, and the sender guarantees to pay return postage at the First-Class Mail single-piece rate. No ACS notification is generated.

Note: Please be advised that if you utilize an Intelligent Mail barcode for discounts only and continue to utilize Traditional ACS, a traditional keyline is required to receive NIXIE notifications.

**Standard Mail Ancillary Services****Change Service Requested*****Forwardable Mailpieces:***

During the entire 18-month life of the COA, the mailpiece is discarded, and an ACS notification is generated.

***Undeliverable Mailpieces Matched to USPS-Filed Actions:***

The mailpiece is discarded, and an electronic ACS notification with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Fields "Deliverability Code" for a complete description.

***Nixies (undeliverable for reasons other than a move):***

Mailpiece is discarded and an ACS notification providing the reason for nondelivery is generated.

**Address Service Requested*****Forwardable Mailpieces:***

During months **1 through 12** of the customer's move, the mailpiece is forwarded, and an ACS notification is generated.

After 12 months the mailpiece is returned at the weighted fee with manual address correction information attached. No ACS notification is generated.

***Undeliverable Mailpieces Matched to USPS-Filed Actions:***

The mailpiece is returned at the *weighted fee* with manual nondelivery information attached. No ACS notification is generated.

***Nixies (undeliverable for reasons other than a move):***

Mailpiece is returned at a ***weighted fee*** with manual nondelivery information attached. No electronic ACS notification is generated.

*Note:* Refer to DMM 507.1.5.3 for a description of the weighted fees.

*Note:* Please be advised that if you utilize an Intelligent Mail barcode for discounts only and continue to utilize Traditional ACS, a traditional keyline is required to receive NIXIE notifications.

## ACS Fulfillment Files

Fulfillment files are posted to our secure RIBBS web site. The files are provided to participating mailers daily, semiweekly, weekly, semimonthly, or monthly, depending on the mailer's requirements. ACS fulfillment files are provided in a .ZIP file format, created by PKWARE®, using a secure 128-bit encryption.

Each ACS fulfillment process produces an ACS notification file and a shipping notice file. The notification file contains the ACS notifications and the shipping notice file contains record counts and other information regarding the specific ACS notification file.

### Data Integrity

While the USPS strives to provide OneCode ACS data in the manner described in this document there will be occasions when the data may not contain the expected data. When customers submit a COA it is possible that some of the data provided may not be accurate or may be incomplete. In rare instances when our systems are unable to make corrections to the COA data submitted by the customer the USPS has no choice but to utilize the data exactly how it was provided by the customer. Additionally, in other rare instances it is possible that other data fields, not directly related to the data fields provided by the customer, may be missing. We strongly suggest that all automated systems utilizing ACS data perform validity checks on all fields.

### ACS Notification File

The ACS notification file contains three different and distinct record formats.

Header Record format  
Nixie Record format  
COA Record Format

Each record has a Record Type field. This field contains only two values:

Value	Description
H	Header Record
2	COA/Nixie Record

This field defines the type of record that was read. If it was a header record, then you need to put the data into the format of the header record so you can access the specific fields defined by the header record format. The header record is always the first record of an ACS Notification file.

If the record type is defined as a COA/Nixie then the software will need to interrogate an additional field in order to determine the appropriate format for the data. The Deliverability Code field contains the deliverability status of the mailpiece that generated this notification and indicates which data format is required to interpret the data correctly. If the Deliverability Code field contains one of the NIXE indicator flags then the Nixie Record format should be used, otherwise use the COA record format would be used.

Nixie records (if present) normally follow immediately after the header record, and then COA records. Customers can download and examine an example of the OneCode ACS fulfillment file. This file can be found at <http://ribbs.usps.gov/files/ACS/ONECTST3.ZIP>.



The ACS notification records reflect the following three types of ACS notifications.

***Notifications generated from a forwardable COA:***

ACS notifications with a space in the Deliverability Code field provide the mailer with a customer's name, old address, and new address as reflected on the COA. If a temporary move has been filed, a "W" will be in the Deliverability Code field and no new address information will be provided.

***Notifications generated from non-forwardable USPS-filed actions:***  
(such as "Moved Left No Address" or "PO Box Closed")

ACS notifications that contain either a "K" or "G" in the Deliverability Code field do not have any new address information.

***Nixie (undeliverable for reasons other than a move) notifications:***

ACS notifications that contain one of 14 nixie codes in the Deliverability Code field, which identify the reason for nondelivery, do not contain any old or new address information.

Note: Please be advised that if you utilize an Intelligent Mail barcode for discounts only and continue to utilize Traditional ACS, a traditional keyline is required to receive NIXIE notifications.

**ACS Shipping Notice File**

This is a separate file that is fulfilled in conjunction with the ACS Notification file. This file reflects the contents of the ACS Notification file. The following reflects an example of the ACS Shipping Notice File:

```

ACS747P1                UNITED STATES POSTAL SERVICE
                        ADDRESS CHANGE SERVICE
SHIPMENT NO: 10428911
                        RIBB TRANSMISSION
                        PAGE: 1
                        CUST: 190822
                        DATE: 10/29/2007

BILL TO:                SHIP TO:
CHARLES ARNETTE          CHARLES ARNETTE
USPS                     USPS
6060 PRIMACY PKWY STE 201 6060 PRIMACY PKWY STE 201
MEMPHIS TN 38188-0001    MEMPHIS TN 38188-0001

                        1ST      2ND      3RD +    AUTO    ELECTR    ELECTR
                        NOTICE  NOTICE  NOTICE  FEE      NOTICE  FEE      TOTAL
                        -----  -----  -----  ---      -
*****
190259 1ST CLASS LETTER COA(S) 81      21      12      $0.60    1      $0.06 $0.66
                        NIXIES(S) 21      0       0      $0.00    0      $0.00 $0.00
*****
                        TOTAL      102     21     12      $0.60    1      $0.06 $0.66
*****
                        GRAND TOTAL 102     21     12      $0.60    1      $0.06 $0.66
*****
*****
*          >>>>>>> THIS IS NOT AN INVOICE <<<<<<<<          *
* PLEASE DO NOT REMIT PAYMENT UNTIL INVOICE IS RECEIVED *
*****

```

**ACS Notification File Header Record**

ACS Notification File HEADER RECORD FORMAT					
RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL	DATA TYPE
1	1	RECORD TYPE (VALUE = H to denote Header record)	1	X(01)	ALPHA
2	7	CUSTOMER IDENTIFICATION	6	9(06)	NUMERIC
8	15	CREATE DATE	8	9(08)	NUMERIC
16	24	TOTAL ACS RECORD COUNT	9	9(09)	NUMERIC
25	33	TOTAL COA COUNT	9	9(09)	NUMERIC
34	42	TOTAL NIXE COUNT	9	9(09)	NUMERIC
43	50	SHIPMENT NUMBER	8	9(08)	NUMERIC
51	51	CLASS	1	9(01)	NUMERIC
52	52	MEDIA TYPE	1	X(01)	ALPHA
53	559	FILLER	507	X(507)	SPACES
560	561	CARRIAGE RETURN LINE FEED	2	X(02)	CRLF

**Record Type:** Contains the literal value of "H" to denote a header record.

**Customer Identification:** Contains the USPS account number unique to each ACS customer.

**Create Date:** Contains the file creation date in CCYYMMDD format.

**Total ACS Record Count:** Contains the total number of ACS COA and Nixie transactions.

**Total COA Count:** Contains the total number of ACS COA transactions.

**Total Nixie Count:** Contains the total number of ACS Nixie transactions.

**Shipment Number:** Contains a unique number for each fulfillment file. This number corresponds to the shipment number on the shipping notice and invoice.

**Class:** Contains the mail class of the participant code. Possible values are:

Value	Description
1	First-Class Mail®
2	Periodicals
3	Standard Mail®
4	Package Services*

\* Currently not available in OneCode ACS.

**Media Type:** The field indicates the type of fulfillment media. The field is one alpha character. For OneCode ACS the field will contain the literal value of "R" for RIBBS fulfillment. For Traditional ACS the literal values are:

Value	Description
R	RIBBS
O	CDROM
S	CDROM Print

**Filler:** Contains spaces.

**ACS Notification File COA Record**

<b>ACS Notification File COA RECORD FORMAT</b>					
<b>RECORD FROM</b>	<b>POSITION TO</b>	<b>FIELD NAME</b>	<b>LENGTH</b>	<b>COBOL</b>	<b>DATA TYPE</b>
1	1	RECORD TYPE	1	9(01)	NUMERIC
2	9	SEQUENCE NUMBER	8	9(08)	NUMERIC
10	15	SIX DIGIT MAILER ID	6	9(06)	NUMERIC
16	16	FILLER	1	X(01)	SPACE
17	25	MAILPIECE IDENTIFIER	9	X(09)	A/N
26	32	FILLER	7	X(07)	SPACES
33	38	MOVE EFFECTIVE DATE	6	9(06)	NUMERIC
39	39	MOVE TYPE	1	X(01)	ALPHA
40	40	DELIVERABILITY CODE	1	X(01)	ALPHA
41	43	POSTAL SERVICE SITE ID	3	9(03)	NUMERIC
<b>PARSED COA NAME FIELDS</b>					
44	63	SURNAME/LAST NAME	20	X(20)	A/N
64	78	FIRST NAME-MIDDLE NAME-INITIALS	15	X(15)	A/N
79	84	PREFIX	6	X(06)	A/N
85	90	SUFFIX	6	X(06)	A/N
91	91	ADDRESS TYPE OLD	1	X(01)	A/N
92	119	UBANIZATION NAME OLD	28	X(28)	A/N
<b>PARSED OLD ADDRESS</b>					
120	129	PRIMAY NUMBER OLD	10	X(10)	A/N
130	131	PRE-DIRECTIONAL OLD	2	X(02)	A/N
132	159	STREET NAME OLD	28	X(28)	A/N
160	163	STREET SUFFIX OLD	4	X(04)	A/N
164	165	POST-DIRECTIONAL OLD	2	X(02)	A/N
166	169	UNIT DESIGNATOR OLD	4	X(04)	A/N
170	179	SECONDARY NUMBER OLD	10	X(10)	A/N
180	207	CITY OLD	28	X(28)	ALPHA
208	209	STATE OLD	2	X(02)	ALPHA
210	214	FIVE DIGIT ZIP CODE OLD	5	X(05)	NUMERIC
215	215	ADDRESS TYPE NEW	1	X(01)	ALPHA
216	243	UBANIZATION NAME NEW	28	X(28)	A/N
<b>PARSED NEW ADDRESS</b>					
244	253	PRIMAY NUMBER NEW	10	X(10)	A/N
254	255	PRE-DIRECTIONAL NEW	2	X(02)	A/N
256	283	STREET NAME NEW	28	X(28)	A/N
284	287	STREET SUFFIX NEW	4	X(04)	A/N
288	289	POST-DIRECTIONAL NEW	2	X(02)	A/N
290	293	UNIT DESIGNATOR NEW	4	X(04)	A/N
294	303	SECONDARY NUMBER NEW	10	X(10)	A/N
304	331	CITY NEW	28	X(28)	ALPHA
332	333	STATE NEW	2	X(02)	ALPHA
334	338	FIVE DIGIT ZIP CODE NEW	5	X(05)	NUMERIC
339	339	HYPHEN	1	X(01)	HYPHEN
340	343	PLUS 4 CODE NEW	4	X(04)	NUMERIC
344	346	DPBC NEW	3	X(03)	NUMERIC
347	412	LABEL FORMAT NEW ADDRESS	66	X(66)	A/N
413	413	FEE NOTIFICATION	1	X(01)	A/N
414	414	FILLER	1	X(01)	SPACES
415	418	POSTAGE DUE	4	9(04)	NUMERIC
419	426	PMB	8	X(08)	A/N
427	427	NOTIFICATION TYPE	1	X(01)	ALPHA
428	458	INTELLIGENT MAIL BARCODE	31	X(31)	NUMERIC
459	459	FILLER	1	X(01)	FILLER
460	468	NINE DIGIT MAILER ID	9	X(09)	NUMERIC
469	559	FILLER	91	X(91)	SPACES
560	561	CARRIAGE RETURN LINE FEED	2	X(02)	CRLF

**ACS Notification File Nixie Record**

<b>ACS Notification File NIXIE RECORD FORMAT</b>					
RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL	DATA TYPE
1	1	RECORD TYPE	1	9(01)	NUMERIC
2	9	SEQUENCE NUMBER	8	9(08)	NUMERIC
10	15	SIX DIGIT MAILER ID	6	9(06)	NUMERIC
16	16	FILLER	1	X(01)	SPACE
17	25	MAILPIECE IDENTIFIER	9	X(09)	A/N
26	39	FILLER	14	X(14)	SPACES
40	40	DELIVERABILITY CODE	1	X(01)	ALPHA
41	43	POSTAL SERVICE SITE ID	3	9(03)	NUMERIC
44	209	FILLER	166	X(166)	SPACES
210	214	FIVE DIGIT ZIP CODE OLD	5	X(05)	NUMERIC
215	412	FILLER	198	X(198)	SPACES
413	413	FEE NOTIFICATION	1	X(01)	A/N
414	414	FILLER	1	X(01)	SPACES
415	418	POSTAGE DUE	4	9(04)	NUMERIC
419	426	FILLER	8	X(08)	SPACES
427	427	NOTIFICATION TYPE	1	X(01)	ALPHA
428	458	INTELLIGENT MAIL BARCODE	31	X(31)	NUMERIC
459	459	FILLER	1	X(01)	FILLER
460	468	NINE DIGIT MAILER ID	9	X(09)	NUMERIC
469	559	FILLER	91	X(91)	SPACES
560	561	CARRIAGE RETURN LINE FEED	2	X(02)	CRLF

Note: For NIXIE Records the field Five Digit ZIP Code Old will contain all zeroes or 50000.

**ACS Fulfillment Record Fields** (alphabetized by field names)

**Address Type:** There are two fields that carry this name. One for the old address and one for the new address reflected by the field names Address Type Old and Address Type New. The field identifies the type of address that will be present in either the old or new address. Possible values are:

Value	Description	Street Name contents
F	New address is Foreign	See foreign address examples
G	Moved from or to a General Delivery	Literal "General Delivery"
H	Moved from or to a Highway Contract Route	Literal "HC"
P	Moved from or to a PO BOX	Literal "PO BOX"
R	Moved from or to a Rural Route	Literal "RR"
S	Moved from or to a Street Address	Data entry of street names
V	Moved from or to a Highway Contract Route with a Box	Literal "HC"
X	Moved from or to a Rural Route with Box	Literal "RR"

Depending on the *Address Type*, the *Street Name* will always contain the LITERAL information as indicated between the quotations above.

When the *Address Type* contains the value of "P", the *Primary Number* will contain the associated box. When representing the address for mailing it must be formatted in the following manner: PO BOX 1.

When the *Address Type* contains the value of "R", "X", "H", or "V", the *Primary Number* will contain the associated route. When representing the address for mailing it must be formatted in the following manner depending on the appropriate literal: RR 1 or HC 1

When the *Address Type* contains the value of "H" or "V", the *Secondary Number* will contain the associated BOX designation. When representing the address for mailing it must be formatted in the following manner: RR 1 BOX 10

Please refer to the **Parsed Old and New Address** description to see examples of the address types.

**Carriage Return Line Feed:** Contains the control values for a Carriage Return Line Feed.

**City:** *City Old* and *City New* contains the city of the old or new address depending on which field is being referenced.

**Class:** Contains the mail class of the participant code. Possible values are:

Value	Description
1	First-Class Mail®
2	Periodicals
3	Standard Mail®
4	Package Services*

\* Currently not available in OneCode ACS.

**Deliverability Code:** Indicates the deliverability status of the mailpiece that generated this notification. Possible values include:

Value	Description
Space or blank	New address information is present
G	Post Office Box™ has been closed – created from a USPS filed COA – no new address present
K	Customer has moved and left no forwarding address - created from a USPS filed COA – no new address present
W	Temporary COA – no new address present – Temporarily Away is provided in the Parsed New Address field
Nixie Codes	Nixie notifications do not contain customer name, old address, or new address information.
A	Attempted, not known
B	Returned for better address
D	Outside delivery limits
E	In dispute
I	Insufficient address
L	Illegible
M	No mail receptacle
N	No such number
Q	Not deliverable as addressed/unable to forward
R	Refused
S	No such street
U	Unclaimed
V	Vacant
X	No such office

**DPBC:** Contains the Delivery Point value associated with a new address.

**FEE Notification:** Identifies the type of fee associated with each ACS transaction.

Literal	Description
E	Electronic Fee
1	Automated First Notice Fee
2	Automated Second Notice Fee
3	Automated Third or More Notice Fee

**FILLER:** Contains spaces for the length of the field.

**First Name – Middle Name – Initials:** The contents of this field could possibly contain the first name, middle name or initials. The names in this field may not match the names on the mailpiece.

**Five-Digit ZIP Code:** Five-Digit ZIP OLD or Five-Digit ZIP NEW contains the five-digit ZIP code for the old or new address depending on which field is being referenced.

Note: For NIXIE Records the field Five Digit ZIP Code Old will contain all zeroes or 50000.

**Hyphen:** Contains the hyphen “-”

**Intelligent Mail Barcode:** Contains the numeric value of the Intelligent Mail Barcode when available.

**Label Format New Address:** A single 66 character field that contains the new address components concatenated into a label format with extra spaces removed.

**Mailpiece Identifier:** Contains the unique mailpiece identifier present in the Intelligent Mail barcode.

**Media Type:** Indicates the delivery fulfillment method

**Move Effective Date:** Indicates the month and year that the COA became effective – format CCYYMM.

**Move Type:** Contains the type of move. Possible values are:

Value	Description
F	Family move (includes everyone with the same last name)
I	Individual move (includes only the individual)
B	Business move

**Nine-Digit Mailer ID:** This field is being identified to allow for growth. Currently the USPS is assigning a Six-Digit Mailer ID and will eventually expand to a Nine-Digit ID. When this field is activated it will contain the Six or Nine-Digit Mailer ID.

**Notification Type:** Identifies the mail class that generated the notification. Possible values are:

Value	Mail Class
A	(Reserved for future use)
B	First-Class Mail
C	Periodicals, Initial Notification
D	Standard Mail
E	Package Services*
F	Periodicals, Follow-Up Notification

\* Not available in OneCode ACS.

**Parsed COA Name:** Contains the name of the customer. If the move type is "B" (Business), then the entire Name field is treated as a single 47-character Business Name field.

**Note:** This name may not match the customer's name as it appears on the mailing list.

**Parsed Old and New Address:** Contains the old address or new address. The fields related to the parsed address may or may not contain data depending on the value contained in the *Old or New Address Type*. The following reflects how addresses will be represented or formatted in the parsed old and new address fields.

**Street address format example**

ADDRESS TYPE NEW	S
UBANIZATION NAME NEW	
<b>PARSED NEW ADDRESS</b>	
PRIMAY NUMBER NEW	3043
PRE-DIRECTIONAL NEW	N
STREET NAME NEW	CHISCA
STREET SUFFIX NEW	AVE
POST-DIRECTIONAL NEW	E
UNIT DESIGNATOR NEW	APT
SECONDARY NUMBER NEW	10
CITY NEW	MEMPHIS
STATE NEW	TN
FIVE DIGIT ZIP CODE NEW	38134
HYPHEN	-
PLUS 4 CODE NEW	7548
DPBC NEW	43

**PO BOX address format example**

ADDRESS TYPE NEW	P
UBANIZATION NAME NEW	
<b>PARSED NEW ADDRESS</b>	
PRIMAY NUMBER NEW	10
PRE-DIRECTIONAL NEW	
STREET NAME NEW	PO BOX
STREET SUFFIX NEW	
POST-DIRECTIONAL NEW	
UNIT DESIGNATOR NEW	
SECONDARY NUMBER NEW	
CITY NEW	MEMPHIS
STATE NEW	TN
FIVE DIGIT ZIP CODE NEW	38134
HYPHEN	-
PLUS 4 CODE NEW	7548
DPBC NEW	43

**General Delivery address format example**

ADDRESS TYPE NEW	G
UBANIZATION NAME NEW	
<b>PARSED NEW ADDRESS</b>	
PRIMAY NUMBER NEW	
PRE-DIRECTIONAL NEW	
STREET NAME NEW	GENERAL DELIVERY
STREET SUFFIX NEW	
POST-DIRECTIONAL NEW	
UNIT DESIGNATOR NEW	
SECONDARY NUMBER NEW	
CITY NEW	MEMPHIS
STATE NEW	TN
FIVE DIGIT ZIP CODE NEW	38101
HYPHEN	-
PLUS 4 CODE NEW	9999
DPBC NEW	99



**Rural Route address format example**

ADDRESS TYPE NEW	R
UBANIZATION NAME NEW	
<b>PARSED NEW ADDRESS</b>	
PRIMAY NUMBER NEW	10
PRE-DIRECTIONAL NEW	
STREET NAME NEW	RR
STREET SUFFIX NEW	
POST-DIRECTIONAL NEW	
UNIT DESIGNATOR NEW	
SECONDARY NUMBER NEW	
CITY NEW	MEMPHIS
STATE NEW	TN
FIVE DIGIT ZIP CODE NEW	38134
HYPHEN	-
PLUS 4 CODE NEW	7548
DPBC NEW	43

**Rural Route with Box address format example**

ADDRESS TYPE NEW	X
UBANIZATION NAME NEW	
<b>PARSED NEW ADDRESS</b>	
PRIMAY NUMBER NEW	10
PRE-DIRECTIONAL NEW	
STREET NAME NEW	RR
STREET SUFFIX NEW	
POST-DIRECTIONAL NEW	
UNIT DESIGNATOR NEW	
SECONDARY NUMBER NEW	20
CITY NEW	MEMPHIS
STATE NEW	TN
FIVE DIGIT ZIP CODE NEW	38134
HYPHEN	-
PLUS 4 CODE NEW	7548
DPBC NEW	43

**Highway Contract Route address format example**

ADDRESS TYPE NEW	H
UBANIZATION NAME NEW	
<b>PARSED NEW ADDRESS</b>	
PRIMAY NUMBER NEW	10
PRE-DIRECTIONAL NEW	
STREET NAME NEW	HC
STREET SUFFIX NEW	
POST-DIRECTIONAL NEW	
UNIT DESIGNATOR NEW	
SECONDARY NUMBER NEW	
CITY NEW	MEMPHIS
STATE NEW	TN
FIVE DIGIT ZIP CODE NEW	38134
HYPHEN	-
PLUS 4 CODE NEW	7548
DPBC NEW	43

**Highway Contract Route with Box address format example**

ADDRESS TYPE NEW	V
UBANIZATION NAME NEW	
<b>PARSED NEW ADDRESS</b>	
PRIMAY NUMBER NEW	10
PRE-DIRECTIONAL NEW	
STREET NAME NEW	HC
STREET SUFFIX NEW	
POST-DIRECTIONAL NEW	
UNIT DESIGNATOR NEW	
SECONDARY NUMBER NEW	20
CITY NEW	MEMPHIS
STATE NEW	TN
FIVE DIGIT ZIP CODE NEW	38134
HYPHEN	-
PLUS 4 CODE NEW	7548
DPBC NEW	43

The *Address Type Old* will not contain an "F" for Foreign. The *Address Type New* can contain "F" to convey that the new address contains a foreign address. The file format below represents the existing file layout and field names.

215	215	ADDRESS TYPE NEW	1	X(01)	ALPHA
216	243	UBANIZATION NAME NEW	28	X(28)	A/N
		<b>PARSED NEW ADDRESS</b>			
244	253	PRIMAY NUMBER NEW	10	X(10)	A/N
254	255	PRE-DIRECTIONAL NEW	2	X(02)	A/N
256	283	STREET NAME NEW	28	X(28)	A/N
284	287	STREET SUFFIX NEW	4	X(04)	A/N
288	289	POST-DIRECTIONAL NEW	2	X(02)	A/N
290	293	UNIT DESIGNATOR NEW	4	X(04)	A/N
294	303	SECONDARY NUMBER NEW	10	X(10)	A/N
304	331	CITY NEW	28	X(28)	ALPHA
332	333	STATE NEW	2	X(02)	ALPHA
334	338	FIVE DIGIT ZIP CODE NEW	5	X(05)	NUMERIC
339	339	HYPHEN	1	X(01)	HYPHEN
340	343	PLUS 4 CODE NEW	4	X(04)	NUMERIC

If the new address type is "F" (foreign), special processing must be used to retrieve the address information. Beginning in the new urbanization field and going to the end of the PLUS 4 CODE NEW, the information must be redefined into the following format

215	215	ADDRESS TYPE NEW	1	X(01)	ALPHA
216	252	FOREIGN ADDRESS LINE 1	37	X(37)	A/N
253	255	FILLER	3	X(3)	SPACES
256	292	FOREIGN ADDRESS LINE 2	37	X(37)	A/N
293	293	FILLER	1	X(01)	SPACES
294	330	FOREIGN ADDRESS LINE 3	37	X(37)	A/N
331	335	FILLER	5	X(03)	SPACES
336	338	COUNTRY CODE	3	X(03)	A/N
339	339	FILLER	1	X(01)	A/N
340	343	SUB-CODE	4	X(04)	A/N

The fields related to the parsed address may or may not contain data depending on the value contained in the **Deliverability Code**. The following reflects how addresses will be represented in the new address fields when the *Deliverability Code* contains a "W", which indicates "TEMPORARILY AWAY".

#### Temporarily Away address format example

ADDRESS TYPE NEW	
UBANIZATION NAME NEW	
<b>PARSED NEW ADDRESS</b>	
PRIMAY NUMBER NEW	
PRE-DIRECTIONAL NEW	
STREET NAME NEW	TEMPORARILY AWAY
STREET SUFFIX NEW	
POST-DIRECTIONAL NEW	
UNIT DESIGNATOR NEW	
SECONDARY NUMBER NEW	
CITY NEW	
STATE NEW	
FIVE DIGIT ZIP CODE NEW	
HYPHEN	
PLUS 4 CODE NEW	
DPBC NEW	

**Postage Due:** The field identifies the forwarding postage charge for the individual mailpiece and applies only to the Standard Mail Shipper-Paid Forwarding option. This feature is currently not available in OneCode ACS.

**Post-Directional:** May contain directional information N/S/E/W/NW/NE/SW/SE.

**PMB** (Private Mail Box): May contain delivery information for a Commercial Mail Receiving Agent (CMRA).

**Pre-Directional:** May contain directional information N/S/E/W/NW/NE/SW/SE.

**Prefix:** May contain information pertaining to the customer name. May be a title such as DR.

**Primary Number:** Contains the relevant value for each of the address types.

**Postal Service Site ID:** Contains the Postal Service Site ID that generated the notification.

**Record Type:** Possible values are:

Value	Description
H	Header Record
2	COA/Nixie Record

**Secondary Number:** Contains the value associated with a Unit Designator.

**Sequence Number:** Contains a value within each Mailer ID group. It is reset to 00000001 at the beginning of each group.

**Six-Digit Mailer ID:** Contains the assigned Six-Digit Mailer ID.

**State:** Contains the state abbreviation

**Street Name:** Contains the name of a street.

**Street Suffix:** May contain a suffix abbreviate associated with the street name.

**Suffix:** May contain suffix information associated with the COA Name Field.

**Surname Last Name:** Contains the last name. The name in this field may not match the name on the mailpiece.

**Unit Designator:** Contains the abbreviated secondary descriptor of APT, STE, LOT etc.

**Urbanization Name:** Contains an area, sector, or development within a Puerto Rico area. When the *Address Type New* contains an "S" and the *State* contains "PR" it is possible this field will contain data.

## Fulfillment File Access

Fulfillment files are posted to our secure RIBBS web site. The files are provided to participating mailers daily, semiweekly, weekly, semimonthly, or monthly, depending on the mailer's requirements. ACS fulfillment files are provided in a "zip" file format, created by PKWARE®, using a secure 128-bit encryption. The files are compressed to save space and download time. The files are also password protected. You will need to obtain the appropriate software package that will decompress the data back into a normal ASCII text file.

Each ACS fulfillment process produces an ACS notification file and a shipping notice file. The notification file contains the ACS notifications and the shipping notice file contains record counts and other information regarding the specific ACS notification file.

During the OneCode ACS application process you are required to complete and submit a PS Form 1357-W, Web Access Request. The most current form can be found at <http://ribbs.usps.gov/files/ACS/ps1357w.cfm>. Once this form is processed you will receive a Logon ID and password. This information is required when retrieving OneCode ACS fulfillment files.

The customer should also understand that they are responsible for the retrieval and maintenance of their RIBBS directory and information. The customer should periodically delete files that they have retrieved and processed. **All files over six months old will be deleted.**

**Note:** Daily fulfillment customers may see listed in the above screen an ACS notification file without a corresponding Shipping Notice file. This occurs only for daily fulfillment customers and only when the notification file is empty. This provides the daily customers with a methodology to determine if the fulfillment process is complete for the day.

**Note:** That anytime during the download process or the unzip process the software may allow you to change the path, file name and extension. If a change occurs to the extension the operating system may associate the file with an existing software package that was not designed to handle these files.

## Automated Downloading

Some of our customers build custom automation processes to download fulfillment files from RIBBS. The USPS does not have a recommendation for a specific tool or platform to automate file downloads from RIBBS. However, some of our customers use the WGET utility from GNU for UNIX, <http://www.gnu.org/software/wget/>, because of the simple command-line interface. Most software packages classified as "download managers" would be capable of retrieving this file from RIBBS on a scheduled basis.

There are only a few necessary notes to accessing RIBBS with an automated process. The parameters used to access the system are the same that are used when accessing the site through a web browser. We don't allow external FTP to RIBBS, so all customers must use a web technology that can support an HTTPS transfer.

The following URL will be utilized to automate the download:

<https://ribbs.usps.gov/files/ACS/customers/#####>

The six pound symbols "#####" would be replaced by your OneCode ACS account number that will be assigned during the OneCode ACS application process along with a password.

**Note:** We don't recommend that customers use an IP address to access RIBBS. The IP can be changed at any time but our domain name will always stay the same. Customers should only use "ribbs.usps.gov" in programming, since it is our primary domain name. A common alias is "[www.ribbs.usps.gov](http://www.ribbs.usps.gov)" but that alias may return an error when establishing an SSL session.

The output from the RIBBS server is HTML text. The text can be parsed to determine the URL necessary for a particular file in the customer directory. Most fulfillment files have a naming convention that is unique, with a date identifier. The standard HTML output also contains the Date Created as it is recorded on the RIBBS server. The HTML is exactly the same as what is displayed when accessing the site through a web browser. Customers may log on to their directory through a browser, right click on the screen, and select "View Source" to see the HTML output that will be utilized by the program.

Commercial off the shelf software packages that could perform the task are classified as "Download Managers". Some are designed for HTTP transfers, and do a decent job. They are typically designed to be used as Desktop utilities on a PC, though some may support scheduling download jobs. Some software is capable of resuming downloads if the process fails. When reviewing software packages, the customer should make sure that the software can support 128-bit HTTPS transfers (only the most current versions of many download manager packages can support HTTPS). The customer should make sure that the package can support the level of automation they desire. Whether it is scheduled downloads, use on a server rather than a desktop system, or "scriptable" interfaces that will allow some programming interface.

## Manual Downloading

For the purposes of this example assume the Customer Account number/User name is 800010. Open up the web browser and enter the following URL:

<https://ribbs.usps.gov/files/acs/customers/index.cfm>

The following Logon Screen should be displayed:



Enter your Customer Account number in the User Name Field and the password and select OK.

The passwords are **case sensitive**, so be sure to enter it the way it is supplied to you

The following Screen should be displayed:

File list for 800010

Previous Delete Checked Files Next

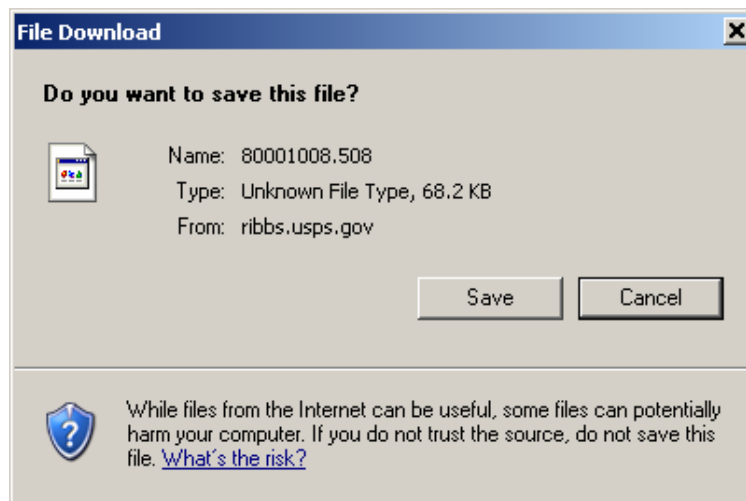
Files: 1 to 25 of 404

Delete	COA Date	COA File Name	SN Date	SN File Name
<input type="checkbox"/>	05/08/2008	<a href="#">80001008_508</a>	05/08/2008	<a href="#">800010SN_508</a>
<input type="checkbox"/>	05/05/2008	<a href="#">80001008_505</a>	05/05/2008	<a href="#">800010SN_505</a>
<input type="checkbox"/>	05/01/2008	<a href="#">80001008_501</a>	05/01/2008	<a href="#">800010SN_501</a>
<input type="checkbox"/>	04/28/2008	<a href="#">80001008_428</a>	04/28/2008	<a href="#">800010SN_428</a>
<input type="checkbox"/>	04/22/2008	<a href="#">80001008_422</a>	04/22/2008	<a href="#">800010SN_422</a>
<input type="checkbox"/>	04/21/2008	<a href="#">80001008_421</a>	04/21/2008	<a href="#">800010SN_421</a>
<input type="checkbox"/>	04/17/2008	<a href="#">80001008_417</a>	04/17/2008	<a href="#">800010SN_417</a>
<input type="checkbox"/>	04/14/2008	<a href="#">80001008_414</a>	04/14/2008	<a href="#">800010SN_414</a>
<input type="checkbox"/>	04/11/2008	<a href="#">80001008_411</a>	04/11/2008	<a href="#">800010SN_411</a>
<input type="checkbox"/>	04/10/2008	<a href="#">80001008_410</a>	04/10/2008	<a href="#">800010SN_410</a>
<input type="checkbox"/>	04/09/2008	<a href="#">80001008_409</a>	04/09/2008	<a href="#">800010SN_409</a>
<input type="checkbox"/>	04/08/2008	<a href="#">80001008_408</a>	04/08/2008	<a href="#">800010SN_408</a>
<input type="checkbox"/>	04/07/2008	<a href="#">80001008_407</a>	04/07/2008	<a href="#">800010SN_407</a>
<input type="checkbox"/>	04/07/2008	<a href="#">80001008_404</a>	04/07/2008	<a href="#">800010SN_404</a>

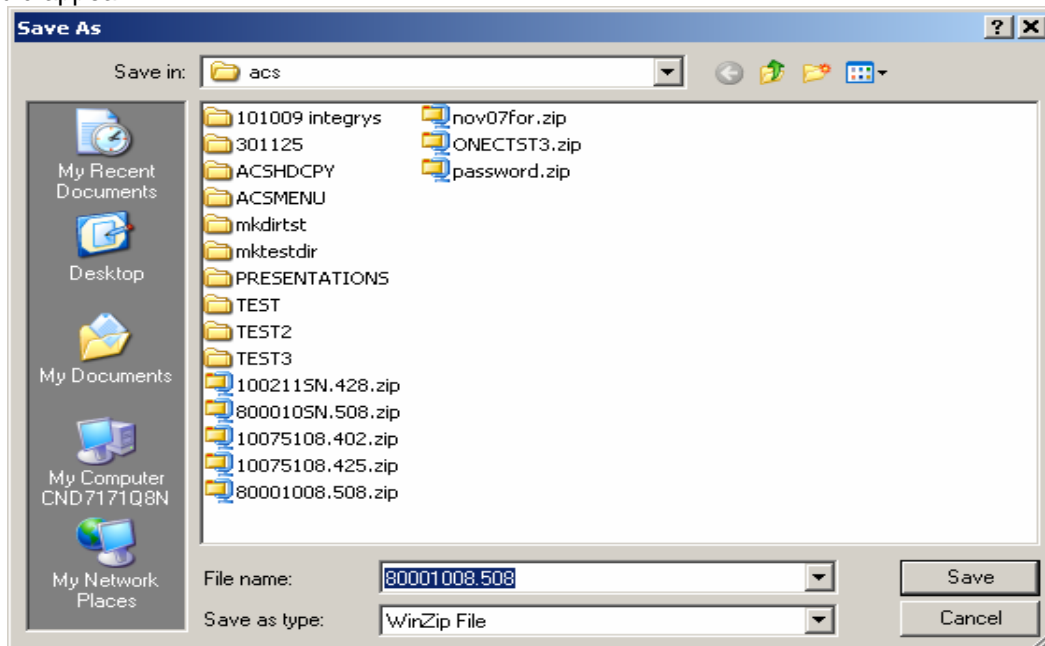
The screen above reflects the files that are available for downloading. The column with the title “COA File Name” identifies the OneCode ACS notification files available for download. The column with the title “SN File Name” identifies the OneCode ACS Shipping Notice files available for download which corresponds to the associated OneCode ACS notification files listed on the left.

**Note:** Daily fulfillment customers may see listed in the above screen an ACS notification file without a corresponding Shipping Notice file. This occurs only for daily fulfillment customers and only when the notification file is empty. This provides the daily customers with a methodology to determine if the fulfillment process is complete for the day.

You are now at the point where you can download the files. With your mouse pointer positioned over **one of the file names** in the column with the title “COA File Name” or with the title “SN File Name”, Left-click the mouse button and the following screen should appear:

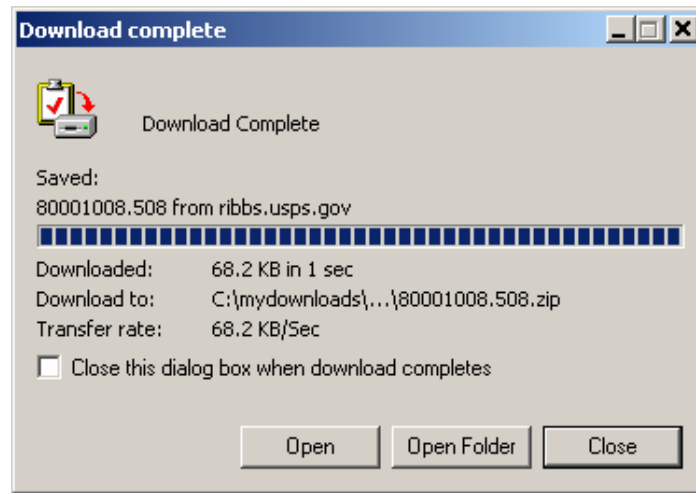


Select Save to save the file to your local storage device and a screen similar to the following should appear:



At this point you would select where you want to save or store the file. It is important that you remember the location so you can access them later. After saving the file the following screen will be displayed.





Continue to follow the download instructions for every file you want downloaded.

Each notification file is uniquely named. The example notification file 80001008.508 consists of 800010 which is the Account number/User name, then two digits (08) representing the year, then 3 digits (508) representing the month and day. The months of October, November, and December are represented by the letters A, B, and C. The fulfillment on December 10th, 2008 will have the file name 80001008.C10.

The example shipping notice file 800010SN.508 consists of 800010 which is the Account number/User name, then two characters (SN) representing Shipping Notice, then 3 digits (508) representing the month and day. The months of October, November, and December are represented by the letters A, B, and C. The fulfillment on December 10th, 2008 will have the file name 800010SN.C10.

The customer should also understand that they are responsible for the retrieval and maintenance of their RIBBS directory and information. The customer should periodically delete files that they have retrieved and processed. ***All files over six months old will be deleted.***

### Alternative Manual Download

For the purposes of this example assume the Customer Account number/User name is 800010.

Open up the web browser and enter the following URL:

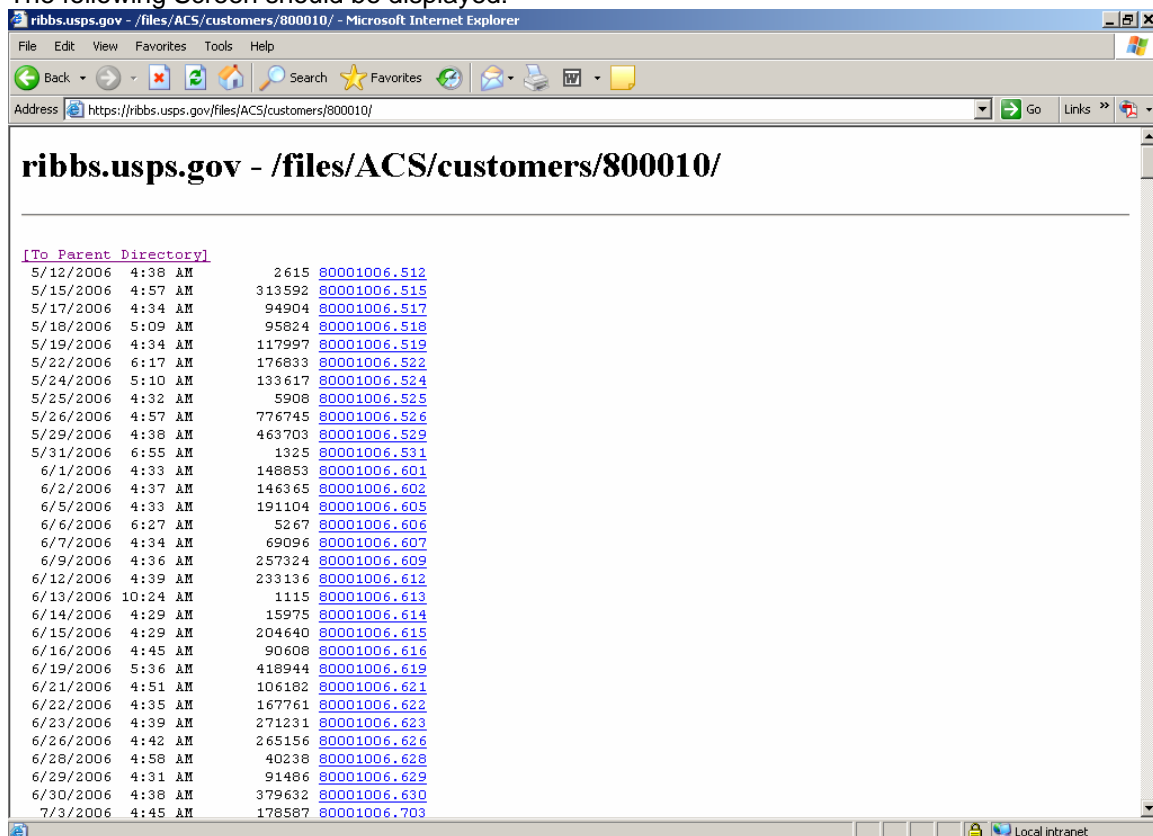
<https://ribbs.usps.gov/files/acs/customers/800010>

The following Logon Screen should be displayed:



Enter your Customer Account number in the User Name Field and the password.  
The passwords are **case sensitive**, so be sure to enter it the way it is supplied to you

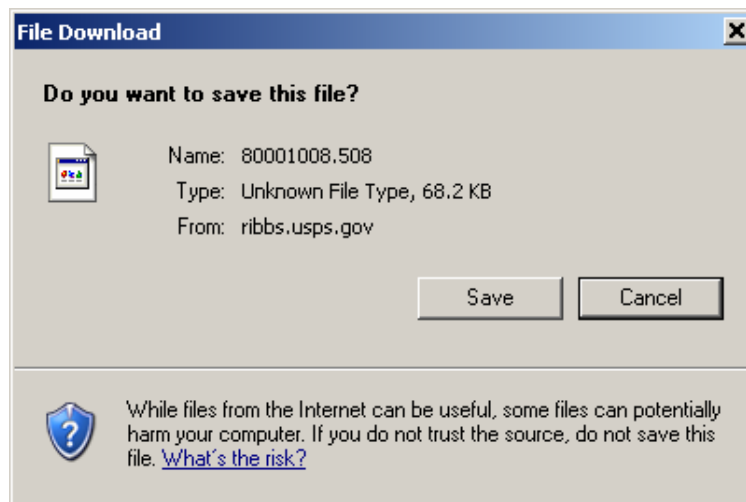
The following Screen should be displayed:



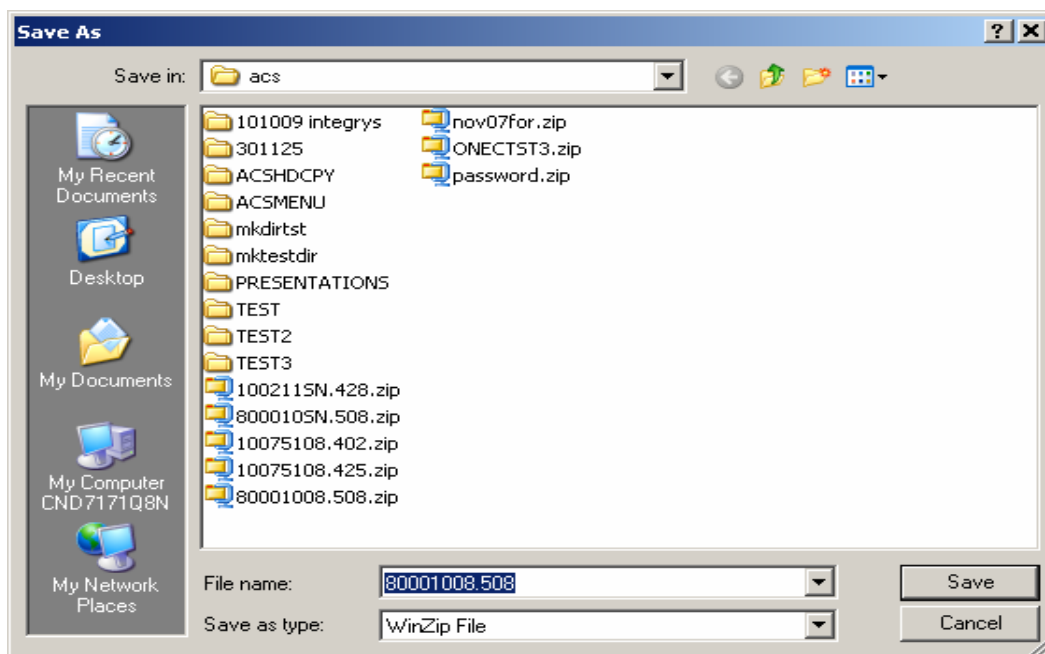
You are now at the point where you can download the files. Utilizing the mouse you will have to scroll though all of the files to find the file you want to download.

**Note:** Daily fulfillment customers may see listed in the above screen an ACS notification file without a corresponding Shipping Notice file. This occurs only for daily fulfillment customers and only when the notification file is empty. This provides the daily customers with a methodology to determine if the fulfillment process is complete for the day.

With your mouse pointer positioned over **one of the file names** Left-click the mouse button and the following screen should appear:

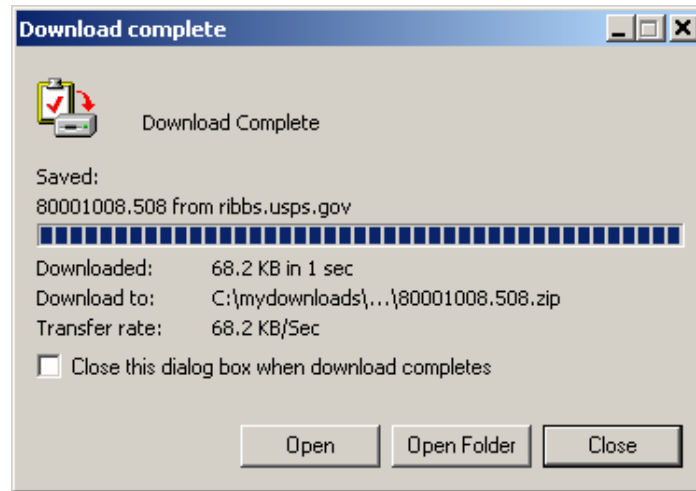


Select Save to save the file to your local storage device and a screen similar to the following should appear:



At this point you would select where you want to save or store the file. It is important that you remember the location so you can access them later.

After saving the file the following screen will be displayed.



Continue to follow the download instructions for every file you want downloaded.

Each notification file is uniquely named. The example notification file 80001008.508 consists of 800010 which is the Account number/User name, then two digits (08) representing the year, then 3 digits (508) representing the month and day. The months of October, November, and December are represented by the letters A, B, and C. The fulfillment on December 10th, 2008 will have the file name 80001008.C10.

The example shipping notice file 800010SN.508 consists of 800010 which is the Account number/User name, then two characters (SN) representing Shipping Notice, then 3 digits (508) representing the month and day. The months of October, November, and December are represented by the letters A, B, and C. The fulfillment on December 10th, 2008 will have the file name 800010SN.C10.

### Accessing the Data

Each file downloaded will have a ".zip" extension. ACS fulfillment files are provided in a "zip" file format, created by PKWARE®, using a secure 128-bit encryption. The files are compressed to save space and download time. The files are also password protected. You will need to obtain the appropriate software package that will decompress the data back into a normal ASCII text file.

Utilizing the appropriate software, find the downloaded files. For this example we will utilize the downloaded file name in the above screen shot, 8000108.508.zip. The software may also prompt you to select where (which folder, drive or storage device) the extracted file should be placed. Since the file is password protected, at some point the software will prompt you to enter a password. This password was provided to you during the application process and starts with a "P".

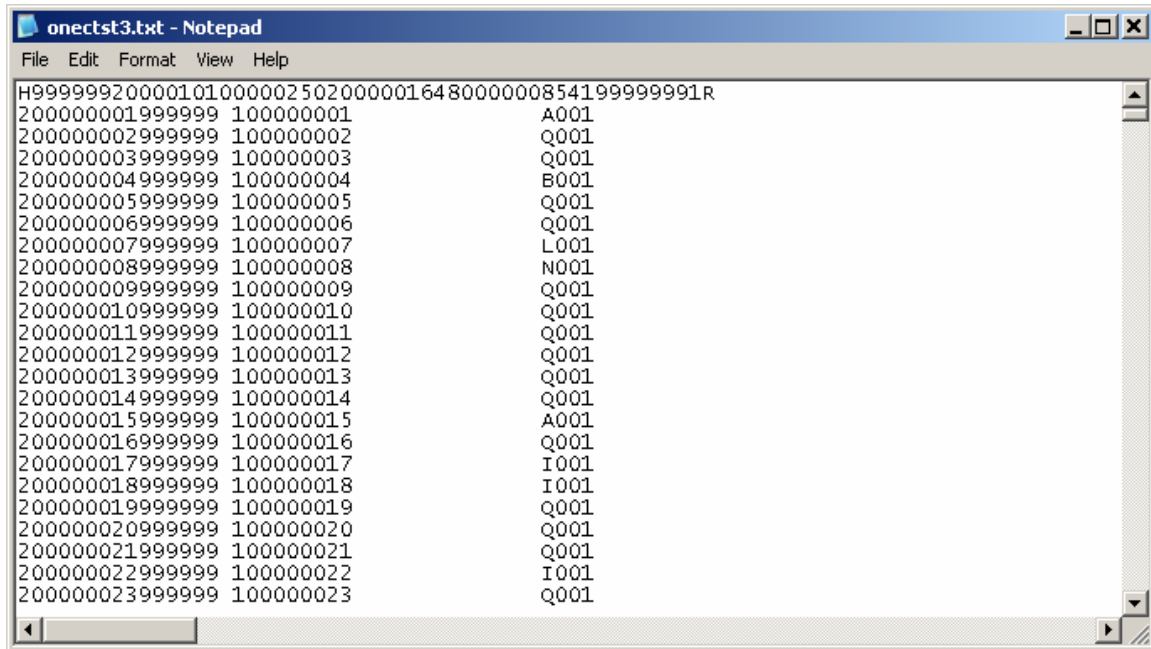
Once the appropriate password has been provided the file will be unzipped or decompressed to the location you provided to the software. When this occurs an ASCII data file is created with one of the following names depending on which "zip" file you are working with.

File name	File Type	File name format
D080508	Notification File	DYYMMDD
S080508	Shipping Notice	SYMMDD

**Note:** That anytime during the download process or the unzip process the software may allow you to change the path, file name and extension. If a change occurs to the extension the

operating system may associate the file with an existing software package that was not designed to handle these files.

Now that the files have been decompressed you are ready to utilize the data. Most large companies have created software systems that will read the notification file and make comparisons or updates to their existing database. Depending on the volume of records received some companies may just print the data and manually update their file. Regardless of which method you select it will normally require some type of software or programming knowledge to complete the task. Even though the files have been decompressed and are now in an ACSII file format we do not recommend opening the ACS Notification File (D080508) with any word processor because the data is not formatted like a report or a file created with Microsoft® Excel®. The example below demonstrates that you would not be able to discern what the information was because it will not be in columns with predefined headers.



```
onectst3.txt - Notepad
File Edit Format View Help
H99999920000101000002502000001648000000854199999991R
200000001999999 100000001 A001
200000002999999 100000002 Q001
200000003999999 100000003 Q001
200000004999999 100000004 B001
200000005999999 100000005 Q001
200000006999999 100000006 Q001
200000007999999 100000007 L001
200000008999999 100000008 N001
200000009999999 100000009 Q001
200000010999999 100000010 Q001
200000011999999 100000011 Q001
200000012999999 100000012 Q001
200000013999999 100000013 Q001
200000014999999 100000014 Q001
200000015999999 100000015 A001
200000016999999 100000016 Q001
200000017999999 100000017 I001
200000018999999 100000018 I001
200000019999999 100000019 Q001
200000020999999 100000020 Q001
200000021999999 100000021 Q001
200000022999999 100000022 I001
200000023999999 100000023 Q001
```

The ACS Notification File (D080508) can be converted to Excel or any other file format as long as the company has the expertise to perform that task. Some companies have hired third parties to process the data for them.

The shipping notice file (S080508) can be opened and viewed by any word processor. This file is a formatted report informing the customer about what is contained in the corresponding ACS Notification File.

The USPS does not provide any software or software support for retrieving, downloading, reading, or processing the OneCode ACS data.

## Change of Address Processing

In order to develop a manual updating process or an automated updating process it is imperative that you understand how your database is formatted and how different types of address are stored or represented in the database. Then you will need to fully understand how the OneCode ACS fulfillment file is formatted and what the different flags mean and how the different types of addresses are stored or represented. This document provides an in depth explanation of each field, flag, and address representation in the OneCode ACS notification file.

Once you have a good understanding of your existing database and the OneCode ACS file then you can start brain storming about how to update your file. The following questions were created to focus the company on certain aspects of the OneCode ACS notification file to aid in the understanding of the record and implementation decisions. Regardless if you print the data for manual entry or perform automated processing it is important that you consider the following questions.

1. What types of reports, statistics, history, archives and accounting do you need to implement in this process?
2. What are you going to do with the OneCode ACS header record?
3. The OneCode ACS file may contain the following notifications. How are you going to handle them?

**Notifications generated from a forwardable COA:** ACS notifications with a space in the Deliverability Code field and provide the mailer with a customer's name, old address, and new address as reflected on the COA. If a temporary move has been filed, a "W" will be in the Deliverability Code field and no new address information will be provided.

**Notifications generated from non-forwardable USPS-filed actions:**  
(such as "Moved Left No Address" or "PO Box Closed")

ACS notifications that contain either a "K" or "G" in the Deliverability Code field.

**Nixie (undeliverable for reasons other than a move) notifications:**

ACS notifications that contain one of 14 nixie codes in the Deliverability Code field, which identify the reason for nondelivery.

4. The OneCode ACS file may contain the following move types. How are you going to handle them?

**Move Type:** Contains the type of move. Possible values are:

Value	Description
F	Family move (includes everyone with the same last name)
I	Individual move (includes only the individual)
B	Business move

5. How will you interpret the following OneCode ACS transactions and incorporate them in to you existing database?

**Address Type:** There are two fields that carry this name. One for the old address and one for the new address reflected by the field names Address Type Old and Address Type New. The field identifies the type of address that will be present in either the old or new address. Possible values are:

Value	Description	Street Name contents
F	New address is Foreign	See foreign address examples
G	Moved from or to a General Delivery	Literal "General Delivery"
H	Moved from or to a Highway Contract Route	Literal "HC"
P	Moved from or to a PO BOX	Literal "PO BOX"
R	Moved from or to a Rural Route	Literal "RR"
S	Moved from or to a Street Address	Data entry of street names
V	Moved from or to a Highway Contract Route with a Box	Literal "HC"
X	Moved from or to a Rural Route with Box	Literal "RR"

6. How will you interpret the following OneCode ACS transactions and incorporate them in to you existing database?

**Deliverability Code:** Indicates the deliverability status of the mailpiece that generated this notification. Possible values include:

Value	Description
Space or blank	New address information is present
G	Post Office Box™ has been closed – created from a USPS filed COA – no new address present
K	Customer has moved and left no forwarding address - created from a USPS filed COA – no new address present
W	Temporary COA – no new address present – Temporarily Away is provided in the Parsed New Address field
Nixie Codes	Nixie notifications do not contain customer name, old address, or new address information.
A	Attempted, not known
B	Returned for better address
D	Outside delivery limits
E	In dispute
I	Insufficient address
L	Illegible
M	No mail receptacle
N	No such number
Q	Not deliverable as addressed/unable to forward
R	Refused
S	No such street
U	Unclaimed
V	Vacant
X	No such office

7. Should I create a report with this information?

**FEE Notification:** Identifies the type of fee associated with each ACS transaction.

Literal	Description
E	Electronic Fee
1	Automated First Notice Fee
2	Automated Second Notice Fee
3	Automated Third or More Notice Fee

8. What should I do if the names do not match the names on the database record?

**First Name – Middle Name – Initials:** The contents of this field could possibly contain the first name, middle name or initials. The names in this field may not match the names on the mailpiece.

**Surname Last Name:** Contains the last name. The name in this field may not match the name on the mailpiece.

**Parsed COA Name:** Contains the name of the customer. If the move type is "B" (Business), then the entire Name field is treated as a single 47-character Business Name field.

Note: This name may not match the customer's name as it appears on the mailing list.

9. What should I do if the OLD Five Digit ZIP does not match my database record?

**Five-Digit ZIP Code:** Five-Digit ZIP OLD or Five-Digit ZIP NEW contains the five digit ZIP code for the old or new address depending on which field is being referenced.

Note: For NIXIE Records the field Five Digit ZIP Code Old will contain all zeroes or 50000

10. What should I do if this field is empty or partially filled or does not match my database record?

**Intelligent Mail Barcode:** Contains the numeric value of the Intelligent Mail Barcode when available.

11. What should I do if this field does not agree with how I think the address should be formatted?

**Label Format New Address:** A single 66 character field contains that contains the new address components concatenated into a label format with extra spaces removed.

12. What should I do if this field is empty or partially filled or does not match my database record?

**Mailpiece Identifier:** Contains the unique mailpiece identifier present in the Intelligent Mail barcode.

13. How should I interpret this field?

**Parsed Old and New Address:** Contains the old address or new address. The fields related to the parsed address may or may not contain data depending on the value contained in the *Old or New Address Type*.



14. What should I do if this field does not match my mailer ID?

**Six-Digit Mailer ID:** Contains the assigned Six-Digit Mailer ID.

### Other Considerations

1. Mailing lists may contain multiple named individuals, especially in the financial and insurance environment, and may be printed on the actual mailpiece. The multiple named individuals within a base record may or may not contain the same last name. It is the responsibility of the mail list owner to identify the primary target name for submission to the mail stream and develop processes to handle the required files returned from this process to update their files.
2. As referenced in Item 1 above, the mailpiece may have multiple individual names which could result in a change of address for only one of the individuals while the other individual remains at the address or moves to a different address. ACS transactions may not contain the same name information as on the mailpiece due to spelling issues or maiden names.
3. Determine the impact, if any, this system may have with existing COA processes such as direct customer contact, NCOA<sup>Link</sup> and mailpiece endorsements.
4. Utilizing the Serial Number to uniquely identify the specific customer will greatly enhance the ability to update your files electronically. The Serial Number can contain an account number or other identifier for that specific customer. If you are currently utilizing Traditional ACS with a Keyline and the current Keyline exceeds the length in the Serial Number or the Keyline contains alphabetic characters, there are still viable alternatives available that will allow you to utilize the Serial Number field. If you are having difficulties transitioning or need assistance, contact the ACS Department at 877-640-0724.
5. It is recommended that electronic processes that utilize change of address systems use additional flags. These additional flags can help in the systemic decision making when processing electronic updates. Some of the flags may already be defined in the system such as, COA updated by which COA system (ACS, NCOA<sup>Link</sup>, customer notification, manual correction) and the date of the update. Another flag that is strongly recommended is "prohibit electronic update". If a customer complains about an address issue, this flag could be set to prevent electronic updates from any of your automated change of address processing sources. Flags could also be created to identify specific change of address sources. For instance, if a father and a son have the same name and the son files an individual move, then it is possible that an ACS transaction would be created and fulfilled to the company. The customer complains and research indicates the change came from ACS. The company could set the "prohibit electronic update" for that customer and correct the address as the customer requests.
6. Understand all of the components of the COA data, including the different styles of addresses to ensure the base file is being updated properly. The publications below are recommended for reference material:

"Postal Addressing Standards" (Publication 28)  
"Updating Address Lists Is a Smart Move" (Publication 363)

The above material may be found at  
<http://www.usps.com/publications/pubs/welcome.htm>.

"Address Information System Products Technical Guide"

The above material may be found at  
<http://ribbs.usps.gov/files/Addressing/PUBS/AIS.PDF>

7. Utilize all of the tools that are available through CASS™ Certified systems. These systems can now identify if an address is a known deliverable address as well as vacant information. Contact the vendor of the CASS Certified System for additional information.
8. Download and examine an example of the OneCode ACS fulfillment file. This file can be found at: <http://ribbs.usps.gov/files/ACS/ONECTST3.ZIP>
9. If you are new to OneCode ACS or if you are transitioning from Traditional ACS, as part of your implementation plan, you may want to consider limiting your initial usage/deployment to a certain segment of your address list. This will provide valuable experience and make sure all of your processes are working correctly before exposing your entire list.
10. In any data processing environment sometimes it is possible to receive data or partial data that may not be anticipated by the software which in turn could lead to unexpected results. For this reason the software developed must interrogate each record and field according to the specifications contained in the file layouts/formats and descriptions. If any abnormal issue is found the data should be written to an error file for manual review instead of terminating the program.

## **Mailpiece Considerations**

### **Window Envelopes**

Position the contents of a window envelope so they do not slip and obscure the Intelligent Mail barcode. The barcode must always be visible within the window, regardless of how the contents shift (see DMM 507.3.2.4 and 507.3.2.5).

As part of the approval process, the sample mailpiece will be tapped on all sides (including the top) to test for shift. The Intelligent Mail barcode must be readable. Testing for top shift is not normal Postal Service procedure but is solely for the benefit of ACS participants

### **Address Labels and Preprinted Envelopes**

See DMM 507.3.2.4 and 507.3.2.5.

### **Exceptional Address Format Prohibited**

The exceptional address format (Or Current Occupant and Or Current Resident), is not valid on an ACS-modified mailpiece.

### **Characters, Font and Text Size**

Use a non-narrow variant of Helvetica or Arial sans serif font whose alpha characters can be distinguished from its numeric characters. For example, in some fonts, the letters "O," "S," and "B" can be mistaken for the numbers "0," "5," and "8." It is also recommended that the numeric "0" be presented with a slash. Print all information in a non-narrow variant of Helvetica or Arial sans serif font with minimum of 8 point. We suggest that you print a range of 10 to 12 points.

## Application Procedures

1. Review all the documentation regarding OneCode ACS and the Intelligent Mail barcode. Additional information can be found at: <http://ribbs.usps.gov/onecodesolution>
2. Select the appropriate OneCode ACS options, ancillary service endorsement (if one will be used) and Service Type Identifier.
3. Provide the necessary technical requirements to the appropriate departments or third parties to confirm that the technical requirements can be accomplished to support the participation in OneCode ACS. This includes but is not limited to printing the Intelligent Mail barcode with the Serial Number (Unique Mailpiece Identifier) and downloading a test file from <http://ribbs.usps.gov/files/ACS/ONECTST3.ZIP> to determine how to utilize ACS fulfillment records.
4. Complete PS Form 3573, *Address Change Service Application-OneCode ACS*. The most current form can be found at: <http://ribbs.usps.gov/files/ACS/ps3573.cfm>.
5. Complete PS Form 1357-W, Web Access Request. The most current form can be found at <http://ribbs.usps.gov/files/ACS/ps1357w.cfm>.
6. Make copies of the forms and retain a copy.
7. Submit a copy of the forms via email, fax or mail to:  
  
ACS DEPT  
NATIONAL CUSTOMER SUPPORT CENTER  
UNITED STATES POSTAL SERVICE  
6060 PRIMACY PKWY STE 201  
MEMPHIS TN 38188-0001  
FAX: 901-821-6204  
EMAIL: [acs@usps.gov](mailto:acs@usps.gov)  
PHONE: 877-640-0724
8. Within 4 days of receiving the completed PS Form 3573 and PS Form 1357-W applications, the ACS Department will send customers a notification of receipt confirmation via email or by phone.
9. Within 10 days of receiving the completed PS Form 3573 and PS Form 1357-W applications, the ACS Department will provide the customer a letter containing Mailer IDs and other related information.
10. Review all of the information provided for accuracy and notify the ACS Department immediately if any information is incorrect.
11. Please be advised that the receipt of the information above **does not mean that the authorization or approval process is complete**. Please proceed to the Activation Process.

## Activation Process

1. Utilize the necessary information from the USPS to create sample mailpieces that contain the Intelligent Mail barcode. This includes but is not limited to including the Service Type Identifier, Mailer ID and Serial Number (Unique Mailpiece Identifier). All ACS mail must contain a valid domestic return address on the address side of the mailpiece.
2. Once a mailpiece has been finalized, samples of the mailpiece must be sent to the local Postal Service Mailpiece Design Specialist for readability approval. Failure to obtain readability approval may cause unintended results.
3. Once readability approval is obtained, submit a minimum of 50 mailpiece samples to:  
ACS DEPT  
National Customer Support Center  
United States Postal Service  
6060 Primacy PKWY STE 201  
Memphis TN 38188-0001

**NOTE:** The 50 mailpiece examples must be actual "production-ready" hardcopy mailpieces. No labels or facsimiles allowed.

4. Once the samples are received, they will be verified for placement and content only. Approval from the ACS Department does not imply the mailpiece meets any readability requirements. Mailpiece readability must be approved by the local Postal Service Mailpiece Design Specialist.
5. Approval for placement and content and OneCode ACS activation can only be performed by the ACS Department at the National Customer Support Center in Memphis, Tn. Notification of any corrections or acceptance will be provided in writing.
6. Once approval is obtained from the NCSC ACS Department and approval is obtained for Mailpiece readability by the local Postal Service Mailpiece Design Specialist, a final internal verification of all of the information used to create the Intelligent Mail barcode and the literal ancillary endorsement (if used) should be performed. This information should be compared to documentation received from the ACS Department for accuracy, such as the Service Type Identifier, Mailer Id, ancillary endorsement (if used) and OneCode ACS options. Confirm that the Serial Number (Unique Mailpiece Identifier) is being populated correctly. Contact the ACS Department to confirm the information as well. Please allow seven days from the date of the NCSC ACS Department approval prior to mailing. This will allow the USPS processing facilities time to obtain the information required for processing the mail. Failure to allow this time may produce unintended results.
7. Do not change the format or placement of the ancillary service endorsement (if one is used) or change the Service Type Identifier or Mailer ID before notifying the ACS Department a minimum of seven days prior to making the change on the mail. The information collected by the ACS Department is utilized by USPS processing facilities to determine correct handling of the mail. Failure to coordinate changes with the ACS Department will produce unintended results.
8. Once a satisfactory internal review has been performed, production of OneCode ACS mailpieces may begin.

## Tips on How to Improve OneCode ACS Service

- There are specific rules regarding the allowed content of certain fields. Some fields are prohibited from being all zeroes. Technical information required to produce the Intelligent Mail barcode can be found at <http://ribbs.usps.gov/onecodesolution>
- A **serial number containing all zeroes for OneCode ACS is not allowed.**
- If you utilize an Intelligent Mail barcode for discounts only and continue to utilize Traditional ACS, a traditional keyline is required to receive NIXIE notifications.
- Samples of the mailpiece must be sent to the local Postal Service Mailpiece Design Specialist for readability approval. Failure to obtain readability approval may cause unintended results.
- The 50 mailpiece examples sent to the National Customer Support Center must be actual “production-ready” hardcopy mailpieces. No labels or facsimiles allowed.
- Do not change the format or placement of your ancillary service endorsement (if one is used) or change your Service Type Identifier before notifying the ACS Department a minimum of seven days prior to mailing and receiving written approval.
- Verify that the Intelligent Mail barcode is correct before mailing.
- If you have any questions, please contact the ACS Department via email at [acs@usps.gov](mailto:acs@usps.gov) or by phone at 877-640-0724 with any questions before mailing.



***OneCode ACS<sup>®</sup>***

***Frequently Asked Questions***



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# OneCode ACS Frequently Asked Questions

## Introduction

The purpose of this document is to provide answers to questions regarding OneCode ACS®. The questions we have received in the course of implementing OneCode ACS sometimes crosses subject matter that may not specifically relate to the implementation of OneCode ACS. However the information provided here is pertinent to understanding some of the fundamental mailing processes when utilizing the Intelligent Mail barcode and OneCode ACS. In order to provide a quick reference the Frequently Asked Questions have been subdivided by topics.

## Administration

The United States Postal Service® (USPS®) provides support for this system through the National Customer Support Center (NCSC) in Memphis TN. Information regarding this service can be found at: <http://ribbs.usps.gov/onecodesolution>  
<http://ribbs.usps.gov/files/ACS/PUB8B.pdf>  
<http://ribbs.usps.gov/files/ACS/>

After reviewing the documentation please feel free to contact the NCSC ACS department via email at [acs@usps.gov](mailto:acs@usps.gov) or by phone at 877-640-0724 with any questions. Due to expected high call volume we recommend submitting questions via email.

It is very beneficial for all parties to read the appropriate publications prior to contacting the ACS department. This will allow the parties to collaborate on how to incorporate this process internally and produce additional questions. This way any correspondence or conversations will be more of clarifications instead of an education of the program. The publications below are recommended for reference material:

“Address Quality Methodologies”

The above material may be found at <http://ribbs.usps.gov/bestpractices.pdf>

“Postal Addressing Standards” (Publication 28)

The above material may be found at <http://pe.usps.gov/cpim/ftp/pubs/Pub28/pub28.pdf>

“Updating Address Lists Is a Smart Move” (Publication 363)

The above material may be found at <http://www.usps.com/publications/pubs/welcome.htm>.

“Address Information System Products Technical Guide”

The above material may be found at <http://ribbs.usps.gov/files/Addressing/PUBS/AIS.PDF>

## Disclaimer

The USPS makes no warranty or representation either expressed or implied, with respect to the technology and/or the computer system in which it is contained, including its correctness, quality, performance, merchantability, or fitness for any particular purpose.

The USPS will not be liable for direct, indirect, special, incidental, consequential, or other similar damages arising out of use of, or inability to use, ACS™, OneCode ACS, OneCode Confirm®, *PostalOne!*® and Intelligent Mail® barcode technology and/or computer system, even if advised of the possibility of such damages.

While ACS is designed to substantially reduce the number of address correction notifications provided manually to mailers and replace them with electronic notifications, ACS is not a guaranteed service.

If any discrepancy exists between this document and the Mailing Standards of the United States Postal Service, *Domestic Mail Manual* (DMM), the DMM® always takes precedence. For the most current DMM, go to the Postal Explorer Web site, (<http://pe.usps.gov>) and click on *Domestic Mail Manual*. Any procedure in this publication can be amended or rescinded by notices in the *Postal Bulletin*, *Federal Register*, or the DMM. If more information is required, refer to the DMM. After reviewing the documentation please feel free to contact our ACS department at the National Customer Support Center (NCSC) at 877-640-0724 with any questions.

## General Questions

1. Q: Why should I participate in OneCode ACS?  
A: To take advantage of the cost savings over Traditional ACS and manual corrections, potentially lower your overall costs for maintaining your address list with change of address corrections and qualify for the Move Update Requirements. Utilizing OneCode ACS can also improve the esthetic appearance of the mailpiece and allows you to participate in other USPS services.
2. Q: Is OneCode ACS available now?  
A: Yes
3. Q: Where can I find information on the Intelligent Mail barcode?  
A: <http://ribbs.usps.gov/onecodesolution>
4. Q: How do I get started with the Intelligent Mail barcode?  
A: [http://ribbs.usps.gov/onecodesolution/getstrtd/USPSIMB\\_Getting\\_Started.pdf](http://ribbs.usps.gov/onecodesolution/getstrtd/USPSIMB_Getting_Started.pdf)
5. Q: Is there a list of service providers or licensed software providers that can perform this service?  
A: The USPS does not license the Intelligent Mail barcode or OneCode ACS. There may be service providers that may be able to perform this function however the USPS cannot recommend any particular company.
6. Q: Can I participate in OneCode ACS if I already participate in the Traditional ACS service?  
A: Yes
7. Q: Does the use of OneCode ACS meet the Move Update Requirements?  
A: Yes
8. Q: Can I use the Intelligent Mail barcode and Traditional ACS?  
A: Yes you can, however if you plan to leave the Traditional ACS data on the mail and utilize the Intelligent Mail barcode **to obtain discount rates only** you **must** utilize an ACS Service Type Identifier in the Intelligent Mail barcode. Please contact the ACS Department at 877-640-0724 for additional information.
9. Q: Do I need to provide 50 different names and addresses on the samples I submit?  
A: Yes, because we need to verify that the mail piece and the Intelligent Mail barcode contain the appropriate information.
10. Q: Can I use the same OneCode ACS Mailer Identifier across mail classes?  
A: Yes you can, however, mailers planning to cross classes with the same Mailer ID should consult with the ACS department for additional information before mailing different classes under the same Mailer ID. Please contact the ACS Department at 877-640-0724 for additional information.
11. Q: Can a customer consolidate Mailer ID's and have just one class of mail?  
A: OneCode ACS provides for crossing classes of mail that share the same disposition. However, mailers planning to cross classes with the same Mailer ID should consult with the ACS department for additional information before mailing different classes under the same Mailer ID. Please contact the ACS Department at 877-640-0724 for additional information.

## Intelligent Mail Barcode Questions

1. Q: What is the Mailer Identifier?  
A: The Mailer Identifier is equivalent to the Traditional ACS participant code. The Mailer Identifier will correspond to a specific mailer which is used to consolidate and return OneCode ACS transactions. The Mailer Identifier is a component required in the calculation of the Intelligent Mail barcode.
2. Q: How do we obtain a Mailer identifier if I am only going to utilize the Intelligent Mail barcode for discounts only?  
A: Please contact your local USPS Mailpiece Design Analyst (MDA).
3. Q: What is the Serial Number?  
A: The Serial Number is the equivalent to the Traditional ACS Keyline code. The Serial Number is normally used to identify a specific customer from a mailing list. If the mailpiece generates a OneCode ACS transaction the Serial Number can be used as a key to update that specific customer record on your base file.
4. Q: What can I do with a six-digit or a nine-digit numeric Serial Number when I currently utilize a longer alphanumeric Keyline with Traditional ACS?  
A: A six-digit numeric Serial Number provides for 999,999 unique codes and a nine-digit numeric Serial Number provides for 999,999,999 unique codes excluding a Serial Number of zero. The Routing Code, which is a component of the Intelligent Mail barcode, contains the addressee's delivery point. Combining the two fields provide an extreme degree of uniqueness. You would not *need* to utilize the 5-digit ZIP in the serial number because it is contained in the routing code. An interim solution would be to create a table with a sequence number that corresponds to a Keyline. If you are having difficulties transitioning or need assistance, contact the ACS Department at 877-640-0724.
5. Q: Is it correct that a unique 9 byte serial number will have to be created for a given name and address for a 45 day window?  
A: The 45 day requirement is for CONFIRM and Full Service options. So if you plan to participate in one of those programs then the 45 day rule would apply. The 45 day rule is not necessarily enforced for ACS participation.
6. Q: When does the 45 day window start?  
A: The 45 day window would start at the time of the mailing
7. Q: Is it correct that if I mail using the same list again within 45 days then that exact name and address would get a different serial number?  
A: Yes, if you plan to participate in CONFIRM or Full Service option.
8. Q: Can the same serial number be used in later mailing?  
A: Yes the same serial number can be reused after the initial 45 day window.
9. Q: Can all zeroes be used as the serial number?  
A: A serial number containing all zeroes for OneCode ACS is not allowed.
10. Q: How many Mailer IDs can I obtain?  
A: The number of available Mailer IDs is finite which limits availability and how many that can be approved for you. We suggest you review your entire mailing methodology to determine how many you may need. Your review should consist of but not limited to the utilization of Confirm, *PostalOne!*, OneCode ACS, volume, mailing frequency, products (statements vs solicitations or acquisition mailings, external customers/departments), return mail processing, change of address processing, external customer/department billing and handling, etc.

11. Q: How can I verify that my Intelligent Mail barcodes are being generated correctly?  
A: Obtain a hand held scanner or contact your local USPS Mailpiece Design Analyst.
12. Q: Can the intelligent Mail barcode have less than 65 bars?  
A: The Intelligent Mail Barcode is always 65 bars regardless of Zip Code length.
13. Q: Can the ZIP CODE field be padded with all zeroes?  
A: No. Please consult <http://ribbs.usps.gov/onecodesolution> for information on creating the Intelligent Mail barcode.
14. Q: Will the standard window size on envelopes have to change to accommodate the IMB?  
A: No. The IMB is only 3 bars longer. Standard windows will easily accommodate it
15. Q: Mailer ID# - I mail through 2 Post Offices – Randolph and Boston. Can I use the same mailer ID # at both Post Offices?  
A: Yes

## Regulations & Cost

1. Q: Can the exceptional address format be used with ACS  
A: No.
2. Q: Can the Optional Endorsement Line (OEL) be printed above the Intelligent Mail barcode in an address block?  
A: For additional details regarding barcode placement please refer to sections 202.5, 302.4 and 503.13.3 of the DMM as well as the following document located at [http://ribbs.usps.gov/onecodesolution/USPSIMB\\_Tech\\_Resource\\_Guide.pdf](http://ribbs.usps.gov/onecodesolution/USPSIMB_Tech_Resource_Guide.pdf).
3. Q: What is the cost, service, and delivery impact to mail if we encode the Intelligent Mail barcode with the ESR service but don't print the term Electronic Service Requested on the envelope?  
A: You cannot encode Electronic Service Requested in the Intelligent Mail barcode. Electronic Service Requested is a printed literal Ancillary Service endorsement, You can encode only **service types** such as Address Service or Change Service, and that indicator must compliment your ACS mailer profile choice. You are allowed to do that with First Class Mail and Periodicals, but Standard Mail requesting an ancillary service through the barcode requires a text printed endorsement such as Electronic Service Requested.
4. Q: What is the cost, service, and delivery impact to mail if we print the Electronic Service Requested but don't encode the Intelligent Mail barcode with the proper service type or no service type?  
A: Mail acceptance by the USPS could be an issue. USPS costs would increase for this mailing. You may not receive the expected handling or service from this mailing. Quality control should be established to prevent this issue from occurring.
5. Q: What are the requirements for obtaining automation, presort or Move Update discounts?  
A: For the most current information regarding mailing discounts please refer to [http://pe.usps.com/text/dmm300/dmm300\\_landing.htm](http://pe.usps.com/text/dmm300/dmm300_landing.htm) or [http://ribbs.usps.gov/files/Move\\_Update/MUP.html](http://ribbs.usps.gov/files/Move_Update/MUP.html)

Obtaining mailing discounts have several requirements and you must consult the DMM for the latest requirements. Two of the requirements are:

**ZIP CODE Accuracy** - The ZIP Code accuracy standard is a means of ensuring that the ZIP Code in the delivery address correctly matches the delivery address information.

**Move Update Standard** - The Move Update standards provide ways for mailers to reduce the number of mailpieces that require forwarding or return by the periodic matching of a mailer's address records with customer-filed change-of-address orders. The following methods are authorized for meeting the Move Update standard: Address Change Service, NCOA<sup>Link</sup>®, FASTforward®, Mailer Move Update Process Certification and USPS-approved alternative methods, Ancillary service endorsements

Effective Nov. 23, 2008 the Postal Service is increasing its effort to improve the percentage deliverable mail by revising the required frequency of both of the above processes from 185 calendar days to 95 days prior to the date of mailing.

6. Q: Is there an ACS discount for periodicals if they move from all manual corrections to OneCode ACS using the Intelligent Mail barcode?  
A: Yes, if they're on full manual, they would receive ACS transactions for half the hardcopy price - \$.25 vs. \$.50.

7. Q: Is there an ACS discount for periodicals if they move from Traditional ACS to OneCode ACS using the Intelligent Mail barcode?  
A: The short answer is no - right now, either way the mailer will receive the ACS record from Traditional or OneCode ACS at the electronic rate - \$.25. However, there are additional considerations - the automation mail rates are expected to be lower for Intelligent Mail barcode users. Also, placing the data in an easily readable barcode improves accuracy in the Participant ID and keyline fields over the character reading and conversion to data required in Traditional ACS.
8. Q: What are the current rates and prices?  
A: Please visit <http://www.usps.com/prices/>
9. Q: What happens to periodicals after the 60 day forwarding of a temporary Change of Address?  
A: In all cases periodicals are forwarded for 60 days only. In the case of a temporary Change of Address, all periodicals received after 60 days from the move effective date are destroyed.
10. Q: Is it feasible to have only one Mailer Identifier if you plan on using both "Address Service Requested" (ASR) and "Change Service Requested" (CSR) interchangeably, depending on what the customer mailing preference is at that particular time? Some mailings they may want to use ASR and others CSR.  
A: This can be done but the mailer must understand the complexities of the process and the mailer is responsible for understanding and coordinating how their ACS profile interacts with automation equipment. The mailer is solely responsible for any undesired handling received due to errors, lack of knowledge or coordination.

When the customer participates in ACS a Mailer profile is created reflecting the customers handling preferences. The Mailer profile is then utilized by the USPS processing equipment to trigger the appropriate handling for those mailpieces. The printed text endorsements ASR or CSR or their inclusion using the Service Type code only reflects part of the handling service the mailer requested. When participating in OneCode ACS for First-Class, the mailer must select corresponding options that are available for the ASR and CSR - each has two options. This information is recorded in the ACS mailer profile and is used by the mail processing equipment to determine the appropriate handling based on the option selected by the mailer. A mailer can set the ASR Option to 2, but if they request CSR on some mailings, they will receive CSR Option 1. Please see Publication 8b, then contact the ACS Department at 877-640-0724 for additional information.

## OneCode ACS Fulfillment

1. Q: What determines who receives the OneCode ACS records?  
A: The Intelligent Mail barcode contains a mailer identifier. The Mailer Identifier is equivalent to the Traditional ACS participant code. The Mailer Identifier will correspond to a specific mailer which is used to consolidate and return OneCode ACS transactions. The Mailer Identifier is a component required in the calculation of the Intelligent Mail barcode.
2. Q: How do we receive OneCode ACS fulfillment files.  
A: Fulfillment files are available to participating mailers daily, semiweekly, weekly, semimonthly, or monthly, depending on the mailer's requirements. The fulfillment file is posted to the USPS RIBBS website using a secure 128-bit encryption with a shipping notice that lists the number of notifications provided.
3. Q: Does the USPS recommend pulling files once a day or more frequently?  
A: Fulfillment files are only posted once a day.
4. Q: Does the USPS have a scheduled downtime on the server/web site where the fulfillments are stored?  
A: We do not have a scheduled down time.
5. Q: How do we report issues with retrieving fulfillment files from the USPS web site?  
A: You may send an email to [ACS@usps.gov](mailto:ACS@usps.gov) or call the ACS department Toll Free: 877.640.0724 (Option 1)
6. Q: Are there certain times of the day or night that are the best times to retrieve fulfillment files from the USPS web site?  
A: The ACS fulfillment process occurs Monday through Friday. Normally the files are posted to the USPS web site by 8:00AM Central Time with the exception of USPS holidays.
7. Q: What time does the USPS suggest to retrieve fulfillment files from the USPS web site?  
A: This is a decision your company needs to make. When issues or delays have occurred in the process they are normally rectified by 5:00PM.
8. Q: How do we automate the downloading of ACS fulfillment files?  
A: Please refer to the OneCode ACS Technical Guide Publication 8B.
9. Q: Regarding the ACS shipping notice, how do you count/track the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> notice?  
A: The 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> notice is counted/tracked for a COA based on the occurrence of fields combined to make a unique key. This unique key is comprised of the participant code/mailer ID, location ID and COA key. The 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> notice is counted/tracked for a NIXIE based on the occurrence of fields combined to make a unique key. This unique key is comprised of the Participant Code/Mailer ID, Keyline/Serial Number (Unique Mailpiece Identifier) and delivery point.
10. Q: If an automated process attempts to retrieve the fulfillment and the USPS web site is not available what do you recommend the process to do?  
A: We recommend that the automated process retry several times during the day or night depending on your schedule.